

Chariton Valley Association

Company Guidelines and Practices to promote Disease Control During a Pandemic

Policy Statement

It is the policy of Chariton Valley Association (hereinafter CVA) to provide a safe and healthy work environment by establishing procedures and guidelines to help prevent and/or limit the transmission of communicable diseases in the workplace. During a pandemic and/or other communicable disease emergency, CVA departments may implement plans to adjust their operations if a reduced workforce is experienced to ensure resources are available to provide critical processes.

Standard Procedures

Preventive measures during a pandemic and/or other communicable disease emergency, as declared in accordance with established guidelines set by the World Health Organization (WHO), U.S. Federal Center for Disease Control and Prevention (CDC), or State and local public health officials, the following preventive measures identified below may be initiated:

- Providing appropriate information and training to employees
- Implementing social distancing by staying at least 6 feet apart from other employees
- Reducing face-to-face exposure by using video and/or conference call (*see note below)
- Minimizing or eliminating travel to affected areas
- Canceling in-person meetings, training sessions and scheduled events when possible
- Allowing employees to work from home to reduce exposure in the workplace (case by case basis)
- Ensuring frequently touched items (door knobs, hand rails, etc.) are cleaned and disinfected regularly
- Reinforcing frequent hand washing and providing hand sanitizer to employees
- Providing employees with tissues and disinfectant wipes to allow employees to disinfect copiers, keyboards, telephone receivers, etc. in their work areas
- Encouraging employees to stay home and/or sending employees home who have symptoms consistent with the symptoms identified by the CDC, State and local health authorities for the pandemic or communicable disease of concern
- Requiring employees who have traveled to an affected area to remain at home until the incubation period of the pandemic and/or communicable disease of concern has passed, if indicated
- Establishing flexible work hours to minimize contact between employees, such as scheduling employees to work in shifts and/ or work from home (case by case basis).
- Limiting access to Programs and to the individuals we serve unless working as direct support.

*** Video Teleconferencing Software**

CVA only approves Google Meet and Moxtra for video teleconferencing. Administrative staff have an option of using Moxtra or Google Meet. Moxtra will support meetings with 50 or less participants. If the number is over 50, administrative staff will use Google Meet. The administrative staff will need a cvalley.org email address to use initiate Google Meet but a cvalley.org email is not required to participate in an already scheduled meeting. Program lead staff will use Google Meet exclusively for video conferencing utilizing the cvalley.org email already assigned to them. Facebook Workplace is another option for administrative and program staff to conduct one on one video calls or group meetings. Instructions for these different services may be found on the charitonvalley.org website or by contacting Curtis Mason, IT.

Use of Personal Protective Equipment (PPE)

PPE shall be used by all employees to decrease the chance of exposures to disease. If used correctly, PPE can help prevent some exposures; however, they should not take the place of other prevention interventions such as cough etiquette, and hand hygiene. Examples of personal protective equipment are gloves, goggles, face shields, surgical masks, gowns, and respirators. It is important that personal protective equipment be:

- Selected based upon the hazard to the employee;
- Selected based upon the hazard to the individual supported (evaluating the safety of an individual wearing a mask must be done in consultation with CVA Nursing Staff);
- Conscientiously and properly worn;
- Regularly maintained and replaced, as necessary;
- Properly removed and disposed of to avoid contamination of self, others or the environment.

CVA shall provide employees with protective gear needed to keep them safe while performing their jobs. The types of PPE recommended for a pandemic will be based on the risk of contracting a virus while working and the availability of the respective types of PPE.

Pandemic Policy in the Programs for Employees, Individuals, and Visitors

CVA will provide each home with hand sanitizer that is to be placed by the front door for use as entering each home, and any other place where visitors or employees will enter the home.

Every individual will have access to a mask, cloth face covering, or bandana to wear while in the community or within less than 6 feet of visitors.

Every employee will have access to a mask, cloth face covering, or bandana to wear while taking care of the individuals, and while in the community with the individual(s).

Limited Visits to Programs

Allowing people to visit people's homes is a significant decision that will need to be evaluated on an individual basis considering the mental health, physical health, and social needs of all parties. Currently, there is neither a treatment, nor a vaccine for COVID-19. Furthermore, COVID-19 does not exhibit symptoms in all people which could cause a person to unknowingly transmit the virus to others. Therefore, visitors to programs must be limited to family members and guardians. These visitors should only be allowed inside the location if staff can reasonably determine that the individuals being served will not be placed at risk of exposure.

Visitors: Family or Guardians Protocol

1. Visitors please call and let us know when you are planning a visit.
2. Please ask visitors to leave personal belongings in their vehicles when visiting. Bringing in cell phones to take pictures is fine.
3. At the front door, visitors will need to sign in, use hand sanitizer, put booties on, or bring a second pair of shoes which have not been worn in the community, and take their temperature.
 - a. If temperature is less than 99° they may put on a mask or cloth face covering and come in to visit for a short time. Visitors should be encouraged to bring their own mask, cloth face covering, bandana, or scarf for use while visiting.
 - b. Please note that we are also trying to preserve our PPE as it is difficult to obtain and there could be another outbreak.

Alternatives to having people in a person's home should be considered. For instance, meeting outdoors, in a person's yard, or at a park where proper social distancing can be maintained would be a safe alternative.

As we continue to evaluate the impact and risks associated with COVID-19, we will consider relaxing the guidance for visitors.

Specific Guidelines for Programs while in the Home and the Community

When in the program location employees must:

1. Take your temperature upon entering the home and record it. If temperature is 99° or above, contact your LSP or PM on call.
2. Use hand sanitizer as soon as you enter the home.
3. Change their shoes to a second pair which have not been worn in the community, use disinfectant on your street shoes (for a minimum of 10 minutes), or put on booties.
4. Leave belongings in vehicles or make arrangement with your LSP.
5. Put on their face mask when entering the program.

When in the community:

1. Staff must wear a mask and use hand sanitizer if they touch surfaces or objects in the community.
2. Individuals must also wear a mask and use hand sanitizer if they touch surfaces or objects in the community. (individuals will be evaluated for types of masks they may be able to wear safely as described below)

3. We need to limit the individual's exposure to the community, especially stores, beauty salons, etc. Each home should have a plan agreed upon with LSP and PM and how and when they will access the community.
4. Remember to sanitize the adaptive equipment, including wheelchairs when you return.
5. Continue to utilize the Agency CRN for routine labs, injections, etc.
6. Remember to practice social distancing, small groups less than 10. Short periods in community when accessing stores, restaurants or services.
7. Mask, cloth face covering, bandana or scarf training will be conducted with all employees and individuals prior to going out into the community.

Each home will be monitored by the PM weekly/monthly for the following:

1. Available hand sanitizer.
2. Where is the hand sanitizer located in the home?
3. How much hand sanitizer is available?
4. Can the individual wear a mask, face covering, or bandana?
5. Frequency of community exposure.
6. Frequency of visitors to the home.

Evaluating Individuals for Facial Coverings

Individuals with health conditions will be evaluated for potential risks with the use of PPE – health conditions include but are not limited to: Heart Disease, Diabetes, CP, COPD, and any Respiratory Disorder, etc.

The evaluation will be conducted by the Agency Nurse as follows:

Baseline: pulse & O2 Saturation at rest and after activity.

With mask: pulse & O2 Saturation at rest x 5 minutes and after activity x 5 minutes.

- If the individual has a decrease in O2 Saturation of 4% or pulse increase of 10-15 while wearing the mask, then it will be suggested to use a different type of cloth face covering or to evaluate the overall safety of and need for the individual to go out into the community where there will be potential contact with others. Social distancing will continue to be maintained until further notice.

Program Travel

Program travel will be restricted to local and limited to addressing essential and recreational needs, unless it is healthcare related. Program supervisors should confer with management staff on particular circumstances relative to the needs of the individuals being supported and travel.

Employee Travel

Preventive measures during a pandemic must account all avenues in which disease can be carried into the community and into our Programs. Disease is always transmitted by means of travel, therefore employee travel is highly discouraged during a pandemic. It is the responsibility of every employee to consider the health and well-being of the individuals we serve, as well as our fellow staff members.

If you feel you must travel outside the community you will not be able to return to work without contacting Human Resources (HR). An HR staff member will conduct a questionnaire to determine if you may return to work or if you are to be quarantined from the workplace.

All CVA business travel shall be postponed or cancelled during a pandemic. If business travel is absolutely necessary it must be approved in advance by the CEO.

Scheduling During A Pandemic

Basic Standards:

1. Full-time employees must have a minimum of a 36-hour work week.
2. Part-time employees must not exceed 29-hours in a work week consistently (or 120-hours in a 30 day period.)
3. Exempt employees must have a minimum of a 40-hour work week.

Flexibility With Work Schedules:

1. Communication and approval between the employee and their supervisor must occur prior to an employee being authorized to work outside their normal daily schedule.
2. The supervisor will report authorized variances in work schedules to HR in written form.
3. Temporary schedules can be utilized and all staff are eligible as deemed appropriate for their position and the needs of the program and/or organization.
4. Work schedules will only be approved for employees in good standing with no performance problems.

Human Resources Procedures During a Pandemic

Interviews

Potential candidates are contacted to schedule an interview. They will be asked to meet Human Resources (hereinafter HR) at 1708 E LaHarpe. During the phone conversation the candidate will be asked where they have traveled in the last 14 days in order to assess the risk of exposure to disease.

Upon arriving, the candidate will be given a mask and it will be mandatory that he/she wear it. HR personnel conducting the interview must also wear a mask. Candidate must use hand sanitizer and have their temperature taken. The candidate's temperature must be less than 99° for the interview to occur. If HR deems the candidate acceptable, they will be notified of a second interview with a Professional Manager.

New Hire Orientation

When the candidate is recommended for hire, HR will contact them to make an offer of employment. If the candidate accepts the offer of employment he/she will be scheduled for New Hire Orientation. HR personnel must limit the number of New Hires that will be attending the training session in order to keep social distancing of at least six (6) feet.

All New Hires will have their temperature taken at time of arrival. All New Hires will be given a mask to wear and it will be mandatory to wear it through the entire training session. HR personnel conducting the training shall also wear a mask. If lunch is served it will be delivered in separate packages for each employee. Smorgasbord or buffet style self-serving will not be permitted due to the risk of disease transmission. At the conclusion of ALL training sessions, tables and chairs shall be cleaned and disinfected.

Performance Evaluations

During a pandemic Performance Evaluations may be done via telecommunication or by phone. One week before a review is due the employee will be contacted by HR. A member of HR will instruct the employee to do a Self-Evaluation using the proper form. Forms will be provided by HR. When the self-evaluation form is completed it shall be returned to HR, at which time HR personnel will contact the employee's direct supervisor. The direct supervisor will be instructed to conduct the employee's review as soon as possible after receiving the self-evaluation and send it to HR.

Training

During a pandemic any required employee training should be conducted using online training modules, telecommunications, training websites, etc, whenever possible. When remote training is not possible, training shall be conducted using the following practices.

When training is being conducted in person:

- All employees will have their temperature taken upon arrival.
- all safe practices and procedures shall be used to prevent the transmission of disease.
- Employees shall maintain social distancing by staying at least six (6) feet apart from one another.
- Sanitation practices shall be observed including the use of hand sanitizer, disinfectants, etc
- At the conclusion of ALL training sessions, tables and chairs shall be cleaned and disinfected.

Telecommuting

Telecommuting is when an office employee is permitted to work in an approved location, other than the assigned office location (either 1905 S. High Street or 1708 E. Laharpe). The final decision to grant a telecommuting request resides with the CEO. Decisions made by the CEO are not appealable. The Program Office and Business Office shall remain operational Monday-Friday from 8:00 am to 5:00 pm even though they are closed to non-office staff. Staff will rotate in and out of the office to reduce the volume of people in each building at a given time. A designated person at each office will verify coverage based upon submitted schedules by the Program Director, HR Manager, and Accounting Manager.

In order to be approved for telecommuting the following terms and conditions must be met:

- a. Communication and approval between the employee and their supervisor must occur prior to an employee being authorized to telecommute.
- b. The employee must establish an approved off-site work location with reliable high-speed internet and capability with all Chariton Valley Association issued

equipment. The supervisor holds the right to inspect the work-site at any given time to ensure operating standards are met. The alternate work location must not adversely affect his/her job performance.

- c. The employee is responsible for the cost and liability of the off-site work area. It should be considered an extension of the agency's workspace.
- d. Chariton Valley Association is not liable for loss, destruction or injury that may occur in or to the employee's work area.
- e. Not all positions within Chariton Valley Association will be permitted to telecommute due to the nature of the job and responsibilities. The establishment of telecommuting cannot create an undue hardship for the agency or interfere with the operations of the agency.

Other Requirements:

- a. The employee is required to spend at least one day per week in their regular CVA office.
- b. The employee must be current and maintain a consistent record of completing any and all paperwork by the deadline set forth.
- c. The employee must be reachable by their personal residential or cell phone during the established working hours.
- d. The employee is required to attend any in-person and/or video or telephone meeting as required by their position and/or supervisor, regardless if the meeting falls on a scheduled telecommuting day.
- e. Employees, whether teleworking or not, are held accountable for their conduct as well as their accomplishments against performance standards. Employees should remember that workplace policies, including time and attendance requirements and employee expectations while performing official duties at the approved alternate worksite remain in effect while the employee is teleworking.

Failure to comply with the terms and conditions of this policy will result in a loss of privileges to telecommute and/or some form of disciplinary action up to and including dismissal.

Managers are responsible for evaluating the daily functions of their department as well as the staff's responsibilities to determine if Telecommuting or working from home is a viable option.

If there are employees that can perform their work from home then a "rotating schedule" can be arranged in order to reduce the number of staff in the office.

Additional General Guidelines and Practices for Employees and Individuals

Awareness is the key to staying safe and healthy. Here are some common sense practices you should be aware of every day:

- Avoid crowds and large gatherings of people, both at home and at work.
- Avoid poorly ventilated places and contact with other people in public places.
- Avoid social and recreational activities such as going to the gym, spin classes, etc.

- Do not come to work if sick.
- Stay away from others when you are sick.
- Avoid public transportation (buses, air travel, etc.).
- Avoid cafeterias and restaurants. Bring your lunch and eat at your desk or eat at home.
- Eliminate face-to-face meetings, gatherings, trainings, etc. Instead use e-mail, teleconferencing, videoconferencing and web conferencing.
- If you must have meetings, keep the time short. Use a large room and keep as much distance as possible between each other (at least six feet).
- Do not have visitors come to your workplace.
- Avoid hand shaking, hugging or other contact.
- Do not share cups, dishes or cutlery.
- Be careful when sharing printed documents, writing utensils, office equipment, etc. The virus can live for several hours on an inanimate surface.

Forms Referenced

Date	Change Made	Author
May 1, 2020	Initial Approval	All