

VOA MID-STATES PLAN-RETURN TO BUSINESS

Guidelines for All Phases

Continue to practice good hygiene:

1. Wash your hands with soap and water for a minimum of 20 seconds or use hand sanitizer.
2. Avoid touching your face.
3. Sneeze or cough into a tissue or the inside of your elbow.
4. Disinfect frequently used items and surfaces as much as possible.
5. Use a mask in a residential setting, when in public OR when social distancing (staying 6 feet apart) is not possible.

People who are sick should stay home. All staff are required to take their temperatures prior to reporting to work. If it is 100.4 or higher staff are to stay home. Staff in residential services will have their temperature checked at the beginning of their shift when they report to work. Temperature of 100.4 or higher will require the person to be sent home.

Use and disinfect common and high-traffic areas.

PHASE ONE (Effective May 11, 2020)

ALL Facilities

- No visitors allowed in any VOA Locations.
- Local travel for work only. All other travel must be approved by supervisor.
- Groups of 10 or less and must meet social distancing guidelines.
- Staff who currently work from home can continue to work from home with supervisor approval.
- Limit one person in common areas such as copier areas and breakrooms.
- Staff working with clients at a VOA facility must practice social distancing, wear a mask, and have clients wear masks as well.
- Plexiglass shields will be installed at reception desks in all facilities where appropriate.

Residential Facilities

All staff and residents will continue to have their temperature taken daily as instructed.

In addition all employees will have a health screening at the beginning of their shift using the questions below. Staff experiencing symptoms, with or without fever, are to be sent home and referred to their healthcare provider.

Have you been in close contact with a confirmed case of COVID-19?

Are you experiencing a cough, shortness of breath or sore throat?

Have you had a fever in the last 48 hours?

Have you had new loss of taste or smell?

Have you had vomiting or diarrhea in the last 24 hours?

VOA MID-STATES PLAN-RETURN TO BUSINESS

All current rules and guidelines will remain in place unless noted differently below.

DD Programs individuals will stay at home unless they have an essential medical appointment.

HUD Housing Individuals are strongly encouraged to stay at home. These people are Independent Living residents. They can choose to leave their apartments, but need to be educated on wearing masks and practicing good hygiene.

Shelter/TH Residents may leave to look for housing and return to work if their place of business reopens. Residents need to be educated on wearing masks and practicing good hygiene.

ARS No changes at this time.

Non-residential Facilities and Offices

1. **Continue telework where possible.** Businesses should operate via phone or Internet to the greatest extent practicable. Employees who can perform their job duties via telework (phone or Internet) will continue to telework with supervisor approval.

2. **Phased return to work.** VOA will implement a phased return to work, including telework, sick leave, and family leave policies for those employees who are not able to come into work due to illness, taking care of a family member(s), or lack of childcare options. No more than 50% of employees are to be physically present in the office on any given day.

3. **Enforce social distancing.** Employees who are not able to telework and must be physically present at the facility will remain a minimum of six (6) feet away from all other employees and customers unless closer interaction is absolutely required to perform their job duties. To the greatest extent practicable, staff will modify the office's traffic flow to minimize contact between employees.

4. **Limit face-to-face interaction.** Employees will minimize face-to-face contact with one another and with clients or other individuals to the greatest extent practicable. Meetings should be conducted via telephone or Internet if possible. Where in-person meetings with clients or others cannot be avoided, the employees must wear face masks and remain six feet apart from others unless closer interaction is absolutely required to perform their job duties.

VOA will, to the greatest extent practicable, implement hours where service can be safely provided to persons at higher risk for severe illness per CDC guidelines. These hours will be by appointment only.

5. Universal masks and any other necessary PPE.

Universal Employee Masks: To the greatest extent practicable employees will wear a cloth mask (a surgical or N95 mask is not required). Masks will be provided to employees at no cost. Employees will be provided instruction on proper use of masks and PPE.

Employees must wear face masks for any interactions between co-workers and/or clients or while in common travel areas of the office (e.g., hallways, conference rooms, bathrooms, entries

VOA MID-STATES PLAN-RETURN TO BUSINESS

and exits). Employees are not required to wear face masks while alone in personal offices or if doing so would pose a serious threat to their health or safety.

Encourage Customers to Mask: VOA will encourage clients and visitors to wear masks, which the VOA will provide for business to be conducted in person.

Access To Gloves: VOA will require employees whose job duties include touching items often touched by others (e.g., credit cards/cash, paper, computers) wear gloves that are regularly replaced.

6. Adequate Hand Sanitizer and Encouraging Hand Washing. VOA will supply hand sanitizer (60% alcohol content or higher) for both employees and customers and ensure that it is made available near high-traffic and high-touch areas (e.g., doors or door handles). VOA encourages routine and consistent hand washing and/or the use of hand sanitizer for employees and customers.

7. Restrict Common Areas. VOA will, to the greatest extent practicable, restrict common areas such as lobbies, waiting rooms, break rooms, and lunchroom areas to maximize social distancing and reduce congregating.

8. Proper sanitation. VOA will sanitize frequently touched surfaces and areas a minimum of twice daily (e.g., doorknobs, credit card machines, shared computers). Staff will ensure that offices and workstations are properly cleaned and ventilated by working closely with cleaning contractors and providing disinfectant to clean their individual workstations daily.

When we have identified an employee who has COVID-19 or the associated symptoms, VOA will further ensure that we immediately restrict access to contaminated areas and post signage and adequately clean impacted areas. Any contaminated area should be off-limits to all but essential personnel for a minimum of 24 hours if practicable. The Safety Ambassador, program manager and/or Director will be responsible for ensuring these procedures are followed.

Safety Ambassadors are responsible for providing the twice daily sanitizing of frequently touched surfaces and working with VOA and cleaning staff for workstations to be cleaned daily. If the Safety Ambassador cannot perform these duties they are to work with their program manager or Director to identify another staff person.

9. Conduct daily temperature/health checks. VOA will require employees to undergo daily temperature and health checks; these checks will be self-administered prior to workplace entry. Self-administered temperature and health checks may be performed at home. Sick employees will be directed to their health care provider to be tested and then instructed to quarantine at home as soon as any illness is detected. This includes employees that passed a temperature and health check prior to reporting to work but became ill during the course of the day.

10. Create a testing plan. VOA requires that any employee with COVID-19 symptoms be tested by a health care provider immediately. VOA has trained employees to isolate individuals with suspected or confirmed COVID19 by sending them home to self-isolate. Possible cases are reported to the immediate supervisor and Human Resources. Where required, if an employee tests positive, VOA Human Resources will immediately notify the local public health department and provide the employee's information along with the information of other employees or customers with whom the COVID-19

VOA MID-STATES PLAN-RETURN TO BUSINESS

positive employee came in contact. At a minimum VOA will cooperate with health departments or their designee to provide information for contact tracing.

11. Make special accommodations. VOA will, to the greatest extent practicable, make special accommodations for employees and customers at higher risk for severe illness. Individuals in these high-risk categories have been identified by the Centers for Disease Control and Prevention.

12. Designate a “Healthy at Work” Officer. VOA has designated the Director of Operations Support as its Healthy at Work Officer. This position will be responsible for the business’s compliance with this guidance and any other guidance provided. Employees can identify and communicate potential improvements and/or concerns to the Healthy at Work Officer by sending an email to terryr@voamid.org or management.

13. Educate and Train Employees. VOA will educate and train all individuals, including employees, temporary employees, contractors, vendors, customers, etc., regarding these protocols. Appropriate signage is posted throughout the office space to inform employees and customers about good hygiene and new office practices.

14. Contact Tracing. VOA will ensure that managers and employees participate in contact tracing if an employee tests positive. This includes answering questions from public health officials and completing the Contact Tracing Form. When the form is available VOA will provide managers and employees access to this form and provide training on how to complete the form adequately.