

**COVID-19 Operation Standards**

**Approved June 23, 2020**

**PURPOSE**

Tri-County OIC (TCOIC) remains committed to providing a safe and healthy workplace for our staff, students, and community partners. To ensure that our organization honors this commitment, we have developed the following COVID-19 Operations Standards in response to the COVID-19 crisis. All TCOIC personnel, volunteers, and affiliates are responsible for implementing and complying with these standards.

Our goal is to create and maintain a safe and comfortable workplace, and to the greatest extent, mitigate the potential for transmission of COVID-19 in the workplace. OIC will protect the safety and health of our team as they return to work at TCOIC.

Our plan has been created to be in alignment with guidance offered by the National Centers for Disease Control and Prevention (CDC), Pennsylvania Department of Health guidelines, guidance on preparedness provided by the U.S. Department of Labor Occupational and Health Administration (OSHA) standards for COVID-19, as well as thorough direction provided by the Administration of the Governor of Pennsylvania, as well as the Pennsylvania Health Secretary :

1. Preventative Screening and Procedures for Staff
2. Preventative Screening and Procedures for TCOIC Students, Clients, and Visitors
3. TCOIC Leave Policy for COVID-19 Mitigation
4. Accommodations for Vulnerable Staff or Staff with Vulnerable Household Members
5. Hygiene Protocols within the Workplace
6. Respiratory Etiquette within the Workplace
7. Social Distancing Protocols within the Workplace
8. Facilities Management for COVID-19
9. Communications and Training of TCOIC Staff and Follow-Up
10. **PREVENTATIVE SCREENING & PROCEDURES FOR** Staff

Staff have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. Initial entry screenings for the main building will be conducted by the front desk staff utilizing electronic forehead scanning thermometers. All staff charged with enacting the following policies on behalf of the TCOIC will have available Personal Protective Equipment to include face masks, eye coverings, and where deemed necessary, protective shields.

The following policies and procedures will be implemented to assess an employee’s health status prior to entering the workplace. Additional procedures are detailed for employees experiencing COVID-19 symptoms:

* 1. All TCOIC staff will first be required to check in at the front desk upon arrival at the main office location and have an electronic forehead scan for a temperature reading.

If their temperature is at or higher than triple digits using

the Fahrenheit scale (i.e., 100° Fahrenheit or higher) – that employee will have to leave the premises at once and return home.

* 1. Temperature checks will be conducted again, as necessary, if any employee leaves the main office location and returns later during the same business day (i.e.: for lunch, external business meetings, errands, etc.)
	2. If an employee develops symptoms that they believe to be COVID-19 related during a business day, they are excused to go home immediately for recuperation. If they cannot leave immediately, they must self-isolate within their office space until they are able to leave the premises. If they are occupying shared workspace, then they must self-isolate in the TCOIC Staff Resource Room (currently located within the SOAR teamwork area) until they are able to leave the premises. The affected employee must also immediately notify their immediate supervisor of their condition prior to leaving the premises.
	3. If an employee does in fact leave for home early fearing that they are experiencing COVID-19 symptoms, a member of the TCOIC Building and Grounds team staff – wearing appropriate Personal Protective Equipment (PPE) - will then immediately sterilize the impacted employee’s office space.
	4. If an employee does not come to work for fear they might be experiencing COVID-19 symptoms – they are required to notify their direct supervisor, who will alert the TCOIC leadership and any potentially exposed coworkers, and whenever actionable, clients as well.
	5. If an employee has, in fact, contracted the COVID-19 virus, they must stay at home for a mandatory minimum 10 business days. As enabled by the *Families First Coronavirus Relief Act*, if an employee is experiencing COVID-19 related illness or complications from a COVID-19 illness (such as: is subject to a Federal, State, or local quarantine or isolation order related to COVID-19; has been advised by a health care provider to self-quarantine related to COVID-19; is experiencing COVID-19 symptoms and is seeking a medical diagnosis) – this employee cannot return to work for a mandatory minimum of 10 business days, or if they have been cleared to do so by their doctor or health care professional. In this circumstance, TCOIC will provide two weeks of paid time off for the employee in accordance with the *2020 Families First Coronavirus Relief Act*. However, the employee’s condition, or their clearance to return to work, must be verified through appropriate medical documentation.
1. **PREVENTATIVE SCREENING & PROCEDURES FOR TCOIC STUDENTS, CLIENTS & VISITORS EXHIBITING SIGNS AND SYMPTOMS OF COVID-19**

All TCOIC students, clients, and visitors will be informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess the health status of clients, students, and guests prior to entering the workplace and for clients, students, and guests to report when they are sick or experiencing symptoms:

All TCOIC students, clients, and guests will be required to sign in at the front desk upon first arrival at TCOIC and take an electronic forehead scan for a temperature reading. If this reading results in a temperature at or higher than triple digits Fahrenheit (100°F or higher) – the affected students, clients, and guests will have to leave the premises at once.

* 1. These checks will be conducted upon arrival and again as necessary if any student, client, or guest leaves the office and returns later during the same business day (either for lunch, external appointments, family obligations, etc.)
	2. If a student, client, or guest develops symptoms they believe to be COVID-19 related during a business day they must leave the building immediately. If they cannot leave immediately, they must self-isolate within a designated space free from contact with others until they are able to leave the TCOIC office.
	3. If a student, client, or guest leaves early fearing that they are experiencing COVID-19 symptoms, a member of the TCOIC Building and Grounds team staff – wearing appropriate Personal Protective Equipment (PPE) - will then immediately sterilize the impacted area where the student, client, or guest has been.
	4. If a student, client, or guest does not come to the TCOIC for fear they might be experiencing COVID-19 symptoms – they are asked to notify their instructor, case manager, or other TCOIC staff member, who will in-turn alert the TCOIC leadership and any potentially exposed coworkers or other students, clients, or guests. The TCOIC Building and Grounds team staff – wearing appropriate Personal Protective Equipment (PPE) - will sterilize the impacted area.
	5. If a student, client, or guest has in fact contracted the COVID-19 virus, they cannot return to the TCOIC until after a mandatory minimum of 10 business days have passed, or they have been cleared to do so by their doctor or health care provider. However, the student, client, or guest’s condition, or their clearance to return to TCOIC, must be verified through appropriate medical documentation.
1. **TCOIC LEAVE POLICY FOR COVID-19 MITIGATION**

Tri-County OIC has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required to do so by a health care provider in order to isolate or quarantine themselves or a member of their household. (Please refer to the Tri-County OIC Personnel Handbook for specific policies that may apply to special or extended leave of absence.)

* 1. If a TCOIC employee is experiencing COVID-19 related illness or complications from a COVID-19 illness (such as: is subject to a Federal, State, or local quarantine or isolation order related to COVID-19; has been advised by a health care provider to self- quarantine related to COVID-19; is experiencing COVID-19 symptoms and is seeking a medical diagnosis) - TCOIC will provide two weeks of paid time off for the employee in accordance with the *2020 Families First Coronavirus Relief Act*. This must be verified through medical documentation.
	2. If a TCOIC employee is caring for an individual that is experiencing COVID-19 related illness or complications from a COVID-19 illness (such as: is subject to a Federal, State, or local quarantine or isolation order related to COVID-19; has been advised by a health care provider to self-quarantine related to COVID-19; is experiencing COVID-19 symptoms and is seeking a medical diagnosis) - TCOIC will provide two weeks of paid time off for the employee in accordance with the *2020 Families First Coronavirus Relief Act*. This must be verified through medical documentation.
	3. If the staff member is caring for a child whose school or place of care is closed (or child care provider is unavailable) for reasons related to COVID-19 - they are entitled to two weeks off paid leave, then can exercise 10 weeks of additional Family Medical Leave at 2/3 pay if they so choose in accordance with the *2020 Families First Coronavirus Relief Act*.
1. **ACCOMMODATIONS FOR VULNERABLE STAFF OR STAFF WITH VULNERABLE HOUSEHOLD MEMBERS**

Accommodations for employees with underlying medical conditions, or who have household members with underlying health conditions, in response to a potential COVID-19 exposure will be enacted in the following manner:

* 1. Those staff who believe themselves to be at higher risk for contracting COVID-19, or have household members who are at higher risk for contracting COVID-19, due to underlying medical conditions will be *strongly encouraged* to wear Personal Protective Equipment (PPE) at all times while working at TCOIC to further protect themselves from a possible exposure. TCOIC will provide PPE to these staff members who are at higher risk based on reasonable requests, available equipment supplies, and with appropriate supporting medical documentation.
	2. Those staff who believe themselves to be at higher risk for contracting COVID-19,

or have household members who are at higher risk for contracting COVID-19, can create a hybrid schedule whereby they can work at home. However, this hybrid *Work from Home* schedule must comply with the following requirements:

* + 1. The proposed hybrid *Work at Home* schedule must be pre-approved by their immediate supervisor and by the agency executive director,
		2. The proposed hybrid *Work at Home* schedule must be consistent with the work deliverables required of their position so that they can effectively do their job.
		3. TCOIC may require that the request for a proposed hybrid *Work at Home* schedule be verified through medical documentation.
	1. If the staff member is experiencing COVID-19 related illness or complications from a COVID-19 illness (such as: is subject to a Federal, State, or local quarantine or isolation order related to COVID-19; has been advised by a health care provider to self- quarantine related to COVID-19; is experiencing COVID-19 symptoms and is seeking a medical diagnosis; or is caring for an individual that has been subject to a Federal, State, or local quarantine order) - TCOIC will provide two weeks of paid time off for the employee in accordance with the *2020 Families First Coronavirus Relief Act*. This must be verified through medical documentation.
	2. If the staff member is caring for a child whose school or place of care is closed (or child care provider is unavailable) for reasons related to COVID-19 - they are entitled to two weeks of paid leave, then can exercise 10 weeks of additional Family Medical Leave at 2/3 pay if they so choose in accordance with the *2020 Families First Coronavirus Relief Act.*

TCOIC has also implemented a policy for informing staff if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time. In addition, a policy has been implemented to protect the privacy of workers’ health status and health information.

1. The COVID-19 Preparedness Policy will be reviewed annually with the entire TCOIC staff and will be included within the TCOIC Employee Handbook to be reviewed with all new staff.

1. **HYGIENE PROTOCOLS WITHIN THE WORKPLACE**

Basic infection prevention measures are being implemented at our workplaces at all

times. However, TCOIC staff 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 restrooms. All visitors to the facility will

be encouraged to wash their hands prior to or immediately upon entering the facility or use the available hand-sanitizer via the dispensers located at reception. (This hand sanitizer will always consist of an alcohol content greater than 60%.) TCOIC will maintain adequate hand soap and cleaning supplies in all restrooms.

All employees, students, clients, or guests who make use of the TCOIC kitchenette will be required to wash their hands for at least 20 seconds with soap prior to engaging in any food or beverage activities within this space. (This includes but is not exclusive to coffee preparation, lunch preparation, etc.)

All employees, students, clients, or guests are prohibited from having personal electrical food preparation appliances, cold or hot storage appliances, or other electrical devices that may contribute to compromising these hygiene protocols.

Hand-sanitizers will be placed and available in each classroom and meeting space.

These hygiene protocols will be reinforced through signage posted throughout the TCOIC workspaces.

1. **RESPIRATORY ETIQUETTE WITHIN THE WORKPLACE**

All employees, students, clients, and guests will be instructed to cover their mouth and nose with their sleeve located in the crux of their elbow, or by using a tissue, whenever coughing or sneezing. All employees, students, clients, and guests will be instructed to avoid touching their face, their mouth, nose, and eyes with their hands. Additionally, all employees, students, clients, and guests will be instructed to dispose of tissues in the trash and wash or sanitize their hands immediately afterwards.

In accordance with guidance from the Pennsylvania Department of Health and CDC all TCOIC staff, students, and visitors may be required to wear a mask while conducting business within the OIC building. This will be determined by the orders issued by the Pennsylvania Department of Health. If a staff member, a student. or a visitor does not have a mask, OIC will provide one to them when they enter the building.

Respiratory etiquette will be reinforced through signage posted throughout the TCOIC workspace detailing these protocols.

1. **SOCIAL DISTANCING PROTOCOLS WITHIN THE WORKPLACE**

Social distancing is being implemented in the workplace through the following engineering and administrative controls:

* 1. When conducting face-to-face meetings, TCOIC employees will maintain a safe social distance of roughly six (6) feet between themselves and their client, student, or guest.
	2. For gathering of multiple students, clients, or guests, all TCOIC employees will endeavor to maintain a social distance of roughly six (6) feet between themselves and their students, clients, or guests, as well as between the students, clients, or guests.
	3. Whenever applicable, the TCOIC Building and Grounds team staff will arrange rooms intended for use by more than two people (i.e.: classrooms and computer labs) to adhere to safe social distancing protocols.
	4. Whenever applicable, the TCOIC staff will utilize multiple rooms or spaces when working with more than one student, client, or guest to adhere to safe social distancing protocols

These social distancing protocols will be reinforced through signage posted throughout the TCOIC workspace.

1. **FACILITIES MANAGEMENT FOR COVID-19**

Regular housekeeping practices will continue to be enacted by the TCOIC Building and Grounds team staff throughout the TCOIC workspace - including routine cleaning and disinfecting of work surfaces, equipment, tools and machinery; as well as areas in the work environment - including restrooms, breakrooms, lunchrooms and meeting rooms. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, etc. throughout the course of the business day, as well as during off hours.

TCOIC will continue to use the most stringent cleaning chemicals allowed for commercial use that adhere to OSHA standards and that also are the most effective at killing the COVID-19 virus.

TCOIC will continue to provide appropriate PPE for the TCOIC Building and Grounds team staff to ensure their safety while they execute their work.

1. **COMMUNICATIONS & TRAINING OF TCOIC STAFF and FOLLOW-UP**

The communication and implementation plan for the *policy* will unfold in accordance with the following procedures:

* 1. This policy was communicated to the TCOIC Board of Directors, whereupon it was formally adopted by the organization.
	2. This policy as communicated to the entire TCOIC staff via an All Staff meeting

immediately prior to the organization’s reopening after the 2020 COVID-19 closure.

* 1. This policy will be formally incorporated into the TCOIC Employee Handbook and will become a mandatory part of the orientation for all new hires.
	2. This policy will be formally incorporated as a part of the ongoing annual TCOIC All Staff meetings and HR trainings.
	3. This policy will be periodically reviewed by all Department Directors and the staff working within their assigned departments throughout the course of the year.
	4. This policy will be formally monitored by the TCOIC Executive Director, supervisors, and team leaders to monitor the effectiveness of the policy. The policy will be updated as deemed necessary.

If a formal revision is deemed necessary, the TCOIC Executive Director will engage the TCOIC Board of Directors to revise the policy as necessary, and all revisions will be communicated to TCOIC staff following the same procedures as outlined above.