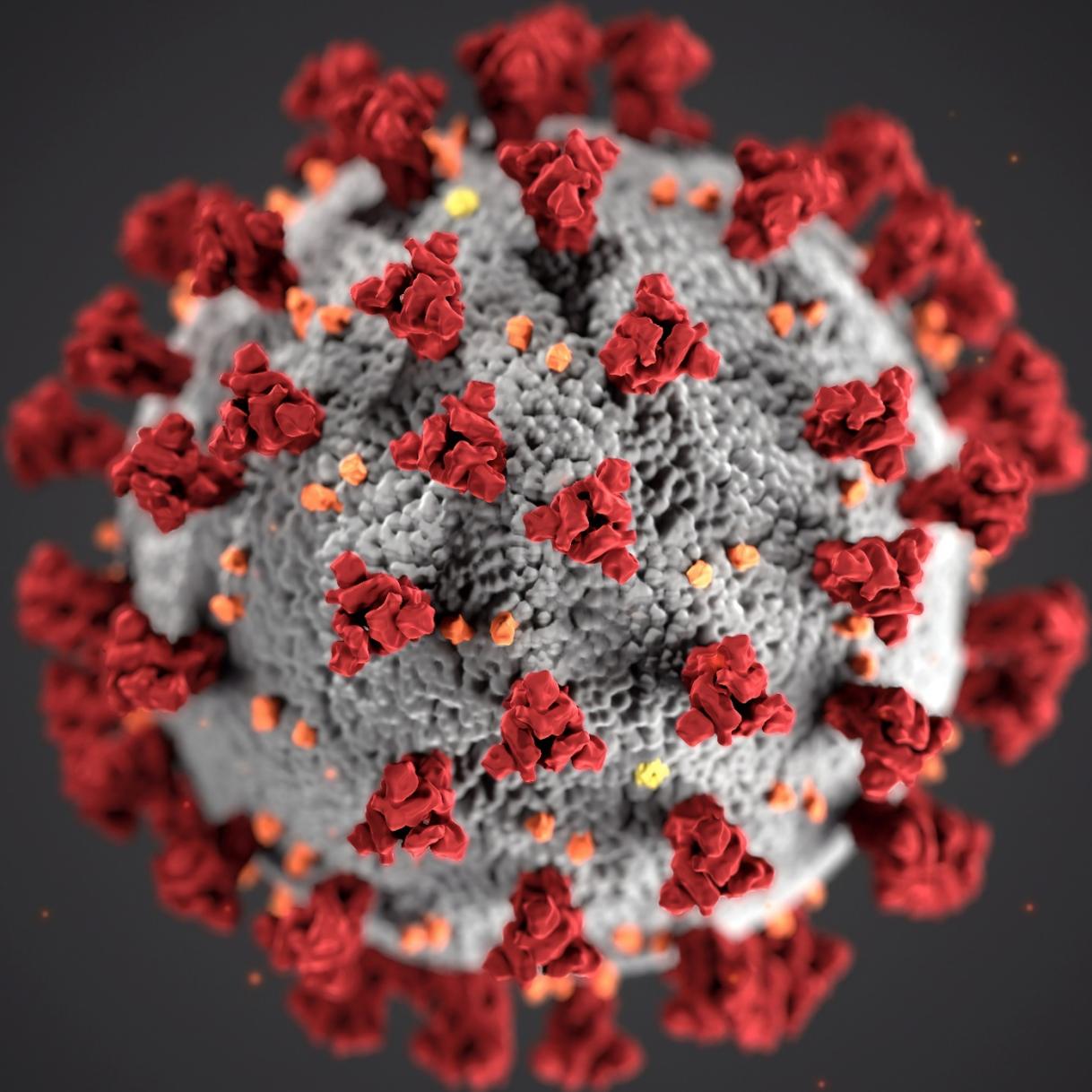




June 2020

Western Wayne Family Health Centers

COVID-19: Infectious Disease Preparedness and Response Plan



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Overview

The COVID-19 pandemic has created new challenges, especially for healthcare facilities looking to reopen. We have new guidelines and revised practices that should be followed to allow for a safe, stable return.

The response to the COVID-19 pandemic is continuously evolving as we learn more about the virus and the best techniques to address the associated risks. Western Wayne Family Health Centers' (WWFHC) materials are based on currently available data and guidelines from the CDC and other resources as of June 15th, 2020. This guidance may change from time to time and should be used only as a general reference.

Workplace Hazards Related to COVID-19

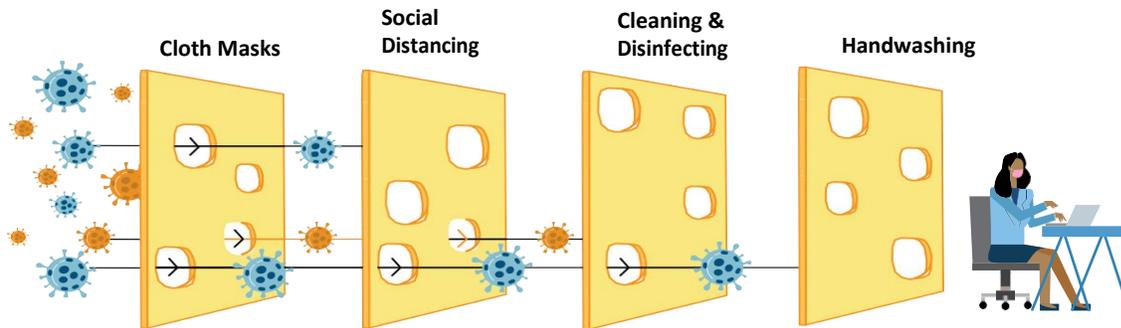
The COVID-19 pandemic has introduced several new workplace hazards. Such hazards include:

- › COVID-19 exposure from air circulation (or limited air circulation)
- › COVID-19 exposure from close contact with infected individuals
- › High risk from aerosol generating procedures
- › Exposure to sick workers
- › Level or frequency of contact with workers, clients and customers
- › Face to Face Meetings
- › Close proximity contacts from normally full workplace
- › Travel
- › Lack of employee knowledge about COVID 19 public health recommendations
- › Lack of Customer knowledge about COVID 19 related to symptoms and control of infection
- › Geographic Location/local area prevalence
- › Employee stress from COVID 19 activities
- › Lack of handwashing facilities
- › Contact with COVID 19 contaminated surfaces / contaminated Personal Protective Equipment (PPE) due to disposal issues
- › Improper PPE use
- › Infection spread through common food distribution (group meals)



Adding Layers of Protection

WWFHC aims to keep the safety of our employees and patients central to our COVID-19 planning and response. While no single tactic is 100% effective, when used together, they add layers of protection. These proven practices address a variety of risk points and should be considered as a collection of actions to keep our workplace safe in the era of COVID-19. These actions combined with training will help address the workplace hazards related to COVID-19 mentioned above.



The COVID-19 pandemic requires multiple layers of protection to keep the workplace safe. These layers of swiss cheese serve as safeguards for our organization and our people. When used together consistently, the holes (or weaknesses) in any single layer of protection should be offset by the strengths of another layer of intervention.

This guide provides an overview of these safeguards to prevent the risk of infection spreading in WWFHC and tool to support our workforce through these trying times.

COVID-19 Employee Trainings

WWFHC aims to equip all its employees with adequate knowledge to increase employee capacity and ability to navigate difficult situations that may arise. With the onset of the COVID-19 pandemic, employees will be trained on:

- › Workplace infection-control practices
- › The proper use of PPE: How to put on, use, wear and remove PPE
- › Self-monitoring if suspected of possible exposure
- › Steps the employee must take to report to HR of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19
- › How to report unsafe working conditions
- › Respiratory etiquette
- › COVID-19 risk factors and protective behaviors
- › Training on identification and isolation of suspected COVID-19 patient

Classifying Risk of Worker Exposure to COVID-19

Employee risk of occupational exposure to COVID-19 may depend on the need for contact within 6 feet of people known to be, or suspected of being, infected with COVID-19. OSHA has divided job tasks into four risk exposure levels: very high, high, medium, and lower risk, as shown in the occupational risk pyramid, below. The four exposure risk levels represent the probable distribution of risk.

Very High Exposure Risk

Healthcare workers (e.g. providers, nurses, dentists, dental hygienists) performing aerosol-generating procedures (e.g., cough induction procedures, some dental procedures and exams, or invasive specimen collection) on known or suspected COVID-19 patients. Health care or laboratory personnel collecting or handling specimens from known or suspected COVID-19 patients (e.g. COVID-19 drive through swab collector).

High Exposure Risk

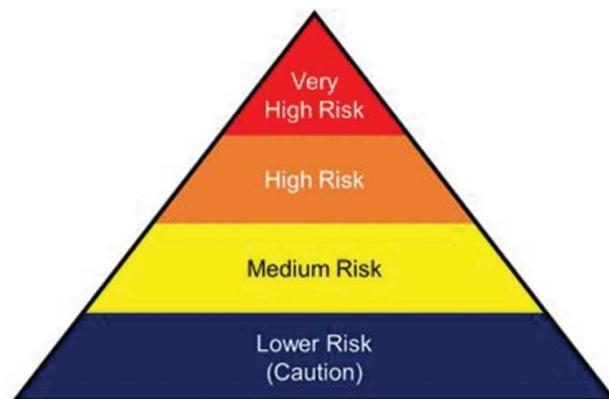
Healthcare delivery and support employees (e.g. providers, nurses, medical and dental assistants, Licensed Practical Nurses (LPN) and other employees who must enter exam rooms) exposed to known or suspected COVID 19 patients. (Note: when such workers perform aerosol generating procedures, their exposure risk level becomes very high).

Medium Exposure Risk

Those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with COVID-19, but who are not known or suspected COVID 19 patients. These include Medical and Dental Customer Service Representatives (CSR).

Lower Exposure Risk

Those that do not require contact with people known to be, or suspected of being, infected with COVID-19 nor frequent close contact with (i.e., within 6 feet of) the general public. These include administrative employees who have limited exposure to patients or general public.



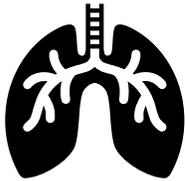
WWFHC Risk Level Assessment

Employees face varying levels of risk associated with different job tasks and roles. This table breaks down the level of risk for different job task and roles. It also provides a list of sources of exposure to COVID-19 and places where employees may be exposed to COVID-19.

Level of Risk	Job Tasks/Roles	Sources of COVID-19	Places where employees may be exposed to COVID-19
Very High Exposure Risk	<ul style="list-style-type: none"> - Medical, Dental and Behavioral Health Providers - Registered Nurses (RN) - Licensed Practical Nurses (LPN) - Medical/Dental Assistants (MA & DA) - Temperature check staff <p>Performing dental procedures, conducting drive-through testing, or seeing sick patients.</p>	<ul style="list-style-type: none"> - Patients - Sick individuals - Co-workers 	<ul style="list-style-type: none"> - Medical Exam Rooms/dental procedure rooms - COVID-19 Drive Through testing site - Shared workstations - Patient waiting areas/hallways - Shared spaces (lunchroom, restrooms)
High Exposure Risk	<ul style="list-style-type: none"> - Medical, Dental and Behavioral Health Providers - Registered Nurses - Licensed Practical Nurses (LPN) - Medical/Dental Assistants (MA & DA) <p>Healthcare delivery employees who must enter exam rooms or dental procedure rooms who are exposed to known or suspected COVID-19 patients.</p>	<ul style="list-style-type: none"> - Patients - Sick individuals - Co-workers 	<ul style="list-style-type: none"> - Medical Exam Rooms/dental procedure rooms - COVID-19 Drive Through testing site - Shared workstations - Patient waiting areas/hallways - Shared spaces (lunchroom, restrooms)
Medium Exposure Risk	<ul style="list-style-type: none"> - Medical and Dental Customer Service Representatives (CSR) - Community Health Workers (CHW) - Office Managers - Referral Coordinators <p>Who require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with COVID-19, but who are not known or suspected COVID 19 patients.</p>	<ul style="list-style-type: none"> - Patients - Sick individuals - Co-workers 	<ul style="list-style-type: none"> - Shared workstations - Patient waiting areas/hallways - Shared spaces (lunchroom, restrooms) - Places visited by general public (i.e. retail/grocery stores)
Lower Exposure Risk	<ul style="list-style-type: none"> - Administrative employees - Call Center employees <p>Who do not have much exposure to patients or general public.</p>	<ul style="list-style-type: none"> - Co-workers - General Public 	<ul style="list-style-type: none"> - Shared workstations - Patient waiting areas/hallways - Shared spaces (lunchroom, restrooms)

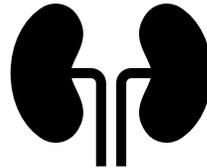
Individuals with High Risk of Severe Illness

Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Individuals who have the following conditions and risk factors are at high risk of severe illness from COVID-19:



Asthma and Chronic Lung Disease

Keep taking your current medications, including those with steroids in them (“steroids” is another word for corticosteroids). Avoid triggers that make your symptoms worse.



Chronic kidney diseases being treated with dialysis

If you are on dialysis, you should NOT miss your treatments. Contact your dialysis clinic and your healthcare provider if you feel sick or have concerns.



Immunocompromised and hemoglobin disorders

Continue any recommended medications or treatments and follow the advice of your healthcare provider.



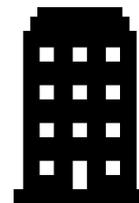
Serious heart conditions

Take your medication exactly as prescribed. Continue angiotensin converting enzyme inhibitors (ACE-I) or angiotensin-II receptor blockers (ARB) as prescribed by your healthcare provider.



Diabetes

Continue taking your diabetes pills and insulin as usual. Test your blood sugar every four hours and keep track of the results.



People age 65 years and older and people who live in nursing homes.

Take your medications exactly as prescribed.



Severe obesity

Take your medications as prescribed.

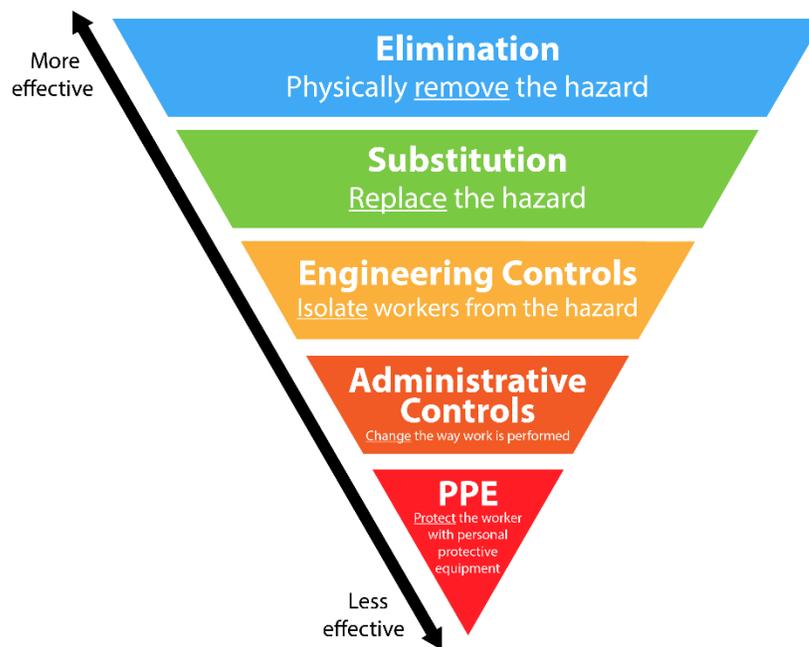


Chronic liver disease

Take your medications as prescribed.

COVID-19 Hierarchy of Controls

The Hierarchy of Controls is a system used to deploy effective controls within a workplace, to identify the most effective ways to control a hazard. The inverted pyramid below shows the more effective controls on the large, top side of the pyramid, and the least effective controls are on the bottom.



Definitions:

Elimination – Completely eliminating exposure to the hazard. The most effective control.

Substitution – Replacing the hazard with a non-hazardous object, device or substance.

Engineering Controls – Isolating the person from the hazard through physical or mechanical means.

Administrative Controls – Changes made to the way that people work.

Personal Protective Equipment (PPE)– Equipment worn by the person to protect themselves from real or potential hazards, e.g. gloves, lab coats, safety glasses, respirators, etc.

WWFHC Hierarchy of Control Methods

Elimination

- › Promoted remote-work at the onset of the COVID-19 pandemic to ensure employee safety.
- › Employees are advised to conduct virtual meetings through web-conferencing.
- › Telehealth appointments are advised over in-person appointments when possible.

Substitution

- › None currently identified.

Engineering Controls

- › Use of EPA-registered disinfectants from list N to disinfect high-touch surfaces (door handles, counters-tops, shared equipment and spaces, work area, and personal electronics) on a regular basis.
- › Updated contract with cleaning company to include daily disinfection of high-touch surfaces (patient chairs, door handles).
- › High use doors are propped open to limit employee contact with door handles.
- › Examination rooms deep cleaned after a patient with respiratory symptoms is seen.
- › Medical and Dental Assistants required to clean exam rooms and dental operatives between each patient visit.
- › Provided cleaning supplies to staff to disinfect their workstations preferably twice daily.
- › Provided alcohol disinfectant pads at all high touch machines, such as Paycom machines, microwaves and printers.
- › Added wall-mounted soap dispensers for dental units.
- › Added dental zip wall to separate dental operatories.
- › Provided dental staff with dental extra oral suction units which capture and eliminate droplet and aerosol particles.
- › Barriers and partitions installed to separate employees from patients.
- › Blocked access to all air vents for drying hands.
- › Increased the number of hand sanitizer stations for patients.
- › Removed all handouts, patient education materials, pamphlets and magazines from patient waiting areas from all sites.
- › Hands-free trash receptacles and other similar equipment available at all sites.

- › Drive-thru COVID-19 testing sites established at Inkster and Lincoln Park to limit COVID-19 patients walking into the health center.
- › Restricted business-related travel for employees to essential travel only and restricted employee travel to in-person conferences.
- › Removed access to community water fountains and coffee makers.
- › Increased distancing between employees by spreading out workspaces, staggering workspace usage, restricting the number of staff allowed in non-essential common spaces (e.g. lunchroom), visual cues added to guide movement and activity.
- › Prohibited social gatherings and meetings that do not allow for social distancing or that create unnecessary movement through the office.
- › Limited patient waiting-area occupancy to the number of individuals who can be present while staying six feet away from one another. Patient waiting areas marked to enable six feet of social distancing. Seats placed six feet apart as well. When possible, patients requested to wait in cars for their appointment to be called.
- › Use of EPION to conduct contact-less patient sign-in.

Administrative Controls

- › COVID-19 screening protocol in place for all staff and patients including daily temperature checks and screening questions about COVID-19 symptoms.
- › All patients pre-screened prior to their in-person appointment via a screener, which is scanned into their chart for the provider to review.
- › Hand sanitizer and face masks made available to all staff and patients entering WWFHC.
- › Only patients who have scheduled appointments can come into the facility, no family members are allowed to come in with the patient. One parent may accompany a minor child.
- › Signs posted at entrances at all facilities instructing patients to wear face masks when inside.
- › Signage to communicate cough and sneeze etiquette, proper hand hygiene and control, and other critical procedures has been added to all facilities.
- › Proper Hand Hygiene and Control Procedure posted at each facility. Signage posted informing employees to 'Do not touch eyes, nose, mouth, and face'. Employees encouraged to wash hands thoroughly with soap and water for 20-30 seconds. In the absence of soap and water, employees encouraged to use alcohol-based hand sanitizer (≥60% alcohol). Employees are aware that hand sanitizer is not a replacement for good hand hygiene and encouraged to wash their hands as soon as possible.
- › Provided resources and created a work environment that promotes personal hygiene.

- › Employees discouraged from using other employees' phones, desks, offices or other work tools and equipment when possible.
- › Social Distancing Procedure have been implemented at all sites – Signage stating 'Stay six feet away from other people' posted, ground markings and physical barriers added.
- › Limited the number of in-person appointments to maintain social distancing and allow adequate time between appointments for disinfecting exam rooms.
- › Procedures in place to screen and isolate patients with high temperatures and respiratory symptoms to avoid exposing other patients in the waiting room.
- › Only individuals responsible for direct care are allowed in the quarantine room.
- › Disinfection procedures in place for specific operations, facilities, and/or work areas.
- › Disinfection protocols in place in an event of a positive COVID-19 case in the workplace.
- › Employee health monitoring: Employees encouraged to stay home if they have symptoms of illness. If employee is at work and develops symptoms of COVID-19 illness, they are encouraged to distance themselves from others, contact their supervisor, go home, monitor their symptoms, get tested for COVID-19 and remain home until symptom-free.
- › When an employee is identified with confirmed case of COVID-19, a policy is in place to notify public health department and any co-workers who may have come in contact with a confirmed positive COVID-19 case.
- › Employee confirmed positive COVID-19 may return to the workplace only after they are no longer infectious according to the latest Center of Disease Control and Prevention (CDC) guidelines.
- › Trainings provided to staff on required safe work practices, up to date education and training on COVID-19 risk factors and protective behaviors.

Personal Protective Equipment

- › Face masks provided to all employees on a regular basis regardless of job role.
- › Respiratory Protection - N95 respirators and KN95 respirators supplied to healthcare workers involved in direct patient care and COVID-19 drive-through testing.
- › Training provided on proper PPE Donning and Doffing to all employees.
- › All employees are advised to follow CDC guidelines in making proper use of personal protective equipment.
- › Employees using public transportation are advised to use personal protective equipment and hand sanitizer.

General Recommendations

The best ways for employees to protect themselves from COVID-19:



Wear a face mask:

Protect yourself and others in public with a face covering, particularly where it is difficult to maintain a 6-foot distance from others.



Cover your mouth and nose:

When you cough or sneeze, cover your mouth and nose with a tissue or your sleeve, rather than your hands. Try to avoid touching your face.



Practice social and physical distancing:

Work from home (if possible), engage in social distancing, maintain a 6-foot distance from others and avoid crowded places and group gatherings.



Wash your hands:

Stop the spread of disease-causing germs by washing your hands often. Use hand sanitizer if soap and water are not available.



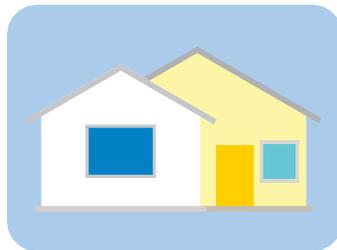
Avoid care facilities:

Do not visit nursing homes, long-term care facilities or retirement communities, unless you are providing critical assistance.



Clean and disinfect:

Use a virus-killing disinfectant to clean frequently touched surfaces such as phones, keyboards, doorknobs, handles and faucets.



Stay home when sick:

Avoid leaving home if you are sick. If you want or need to connect with your healthcare providers, first do so by phone or through virtual visits.



Maintain healthy habits:

Get enough sleep, eat healthy foods, drink plenty of water and exercise, if you are able, to help keep your immune system strong.

Health and Safety

Following these guidelines will help facilitate a safer environment as WWFHC workplace reopens.

Face masks

Cloth face coverings can be used for source control in the workplace. They are recommended by the Centers for Disease Control and Prevention (CDC) to potentially help prevent transmission when used as a complement to social distancing. They are not a replacement for adequate distancing.

- › All employees are required to wear face coverings in the workplace when employees cannot maintain 6 feet of separation from individuals in the workplace. Face shields are also available to employees if they would like additional protection.
- › All employees are required to wear face covering in shared spaces, including in-person meetings, restrooms, employee lunchroom and hallways.

How to wear a mask or face cover

The CDC recommends keeping these criteria in mind when wearing a mask or face cover:

- › It should be snug but comfortable against the sides of the face.
- › It needs to be secured with ties or ear loops.
- › It should be made with multiple layers of material.
- › It must allow you to breathe without restriction.
- › It should be able to withstand machine washing and drying and not get damaged or change shape.

How to keep masks and face covers clean

The CDC recommends washing cloth face masks frequently, either by hand or in a washing machine. Individuals should take care not to touch their eyes, nose, mouth, or face when removing a worn face covering, and to wash their hands immediately after removing them as they may carry infectious contaminants.



Correct



Mask
Necklace



Mask Goatee



Mask Visor

Handwashing

Washing our hands is one of the easiest and most important things we can do to stay healthy and stop the spread of bacteria and viruses.

Wash your hands:

- › Whenever they look dirty.
- › Before, during and after you prepare food.
- › Before eating.
- › Before and after contact with an ill person.
- › Before and after treating a cut, sore or wound.
- › After using the toilet or changing diapers.
- › When entering or exiting the workplace.
- › After blowing your nose, coughing, or sneezing. (Wash your hands more often when you are sick to prevent spreading illness.)
- › After touching animals or animal waste.
- › After touching garbage, body fluids, or anytime you have doubt if your hands are clean.

What’s the proper technique for hand washing?



Wet your hands with clean running water (warm or cold).



Lather your hands with soap. Rub together 20+ seconds. Don't forget wrists, back of hands, between fingers + under nails.



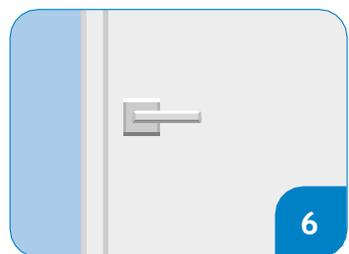
Rinse your hands well under running water.



Turn off the water with your elbow (or a clean towel).



Dry your hands with a clean towel or air dry them.



Used a towel? Use it to open the bathroom door.

When should we use alcohol-based hand sanitizers?

The CDC recommends washing hands with soap and water whenever possible to reduce the amounts and types of all germs and chemicals on them. However, if soap and water are not available, an alcohol-based

hand sanitizer that contains at least 60% alcohol should be used. Hand sanitizers with lower alcohol levels are not as effective in killing germs.

Screening

WWFHC will screen employees each workday by:

1. Having employees take their temperature and screen for symptoms when they arrive to work.



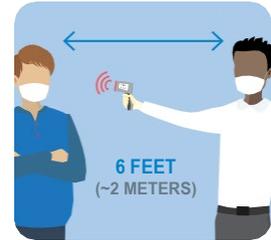
Confirming their temperature is less than 100.4°F (38.0°C).



Confirming they are NOT coughing or experiencing shortness of breath.



Looking for signs of illness, which could include flushed cheeks and/or fatigue.



Maintaining at least 6 feet distance between the person taking the temperature and the employee.

2. Following recommended barrier and partial controls, or using proper PPE for screeners:

- › Stand behind a physical barrier (glass or plastic partition) to protect their face and mucous membranes from respiratory droplets that may be produced when employees cough, sneeze or talk.
- › If no physical barrier is available, put on a facemask, eye protection (goggles or disposable face shield that fully covers the front and sides of your face), a single pair of disposable gloves and a gown if you expect to have extensive contact with the employee.
- › Clean your hands with either soap and water for 20 seconds or with hand sanitizer containing at least 60% alcohol.
- › Use a new pair of disposable gloves. If disposable or non-contact thermometers are used to screen multiple employees and you did not have physical contact with an individual, you do not need to change your gloves before the next check.
- › Look for signs of illness, which could include flushed cheeks or fatigue.
- › Confirm employees aren't coughing or experiencing shortness of breath using the COVID-19 employee screener.
- › Check the employee's temperature by reaching around or through an opening in the partition (keep your face behind the barrier at all times).
- › If non-contact thermometers are used, follow the manufacturer's instructions for cleaning and disinfecting.
- › Reusable thermometers must be cleaned between each check.
- › After screening the last employee, remove and discard PPE and gloves, and clean your hands with either soap and water for 20 seconds or with hand sanitizer containing at least 60% alcohol.
- › Disinfect the reusable face shield with alcohol wipes at end of shift.

Preparing the Workplace

WWFHC aims to take appropriate precautions to reopen and will work to create a safe, protected work area for employees, patients, and patrons. This includes assessing exposure risk, potential exposure sources and transmission routes, and appropriate controls.



Clean and Disinfect

Plan

- › **What needs to be cleaned?**
Not all areas will need the same level of cleaning. For example, in spaces left unoccupied for 7 or more days, only routine cleaning is needed. High-touch surfaces (e.g., sinks, doorknobs, elevator buttons, etc.) should be prioritized and disinfected regularly.
- › **What resources and equipment are needed?** Consider the size and availability of your current environmental services or janitorial workforce, the type and availability of cleaning products, and what personal protective equipment (PPE) is appropriate for those cleaning.

Implement

- › **Clean visibly dirty surfaces** with soap and water prior to disinfection.
- › **Use the appropriate cleaning or disinfectant product.** Use an EPA-approved disinfectant against COVID-19 and read the label to make sure it meets your needs.
- › **Disinfect high touch surfaces:** All employees have access to cleaning supplies and are encouraged to disinfect their workstations at least twice daily.
- › **Increase hand hygiene:** All employees are encouraged to wash their hands often and use hand sanitizer.

Maintain

- › **Continue routine cleaning and disinfection.** Continue or revise your plan based upon appropriate disinfectant and PPE availability. Routinely disinfect frequently touched surfaces at least daily.
- › **Maintain safe practices for additional layers of protection,** such as frequent handwashing, using cloth face coverings, staying home if you are sick and social distancing.

Preparing the Workplace

Distancing

The workplace we return to will need to look and feel very different than it did before COVID-19. Although we are reentering the workplace, maintaining social distance will still be important for the safety of our employees.

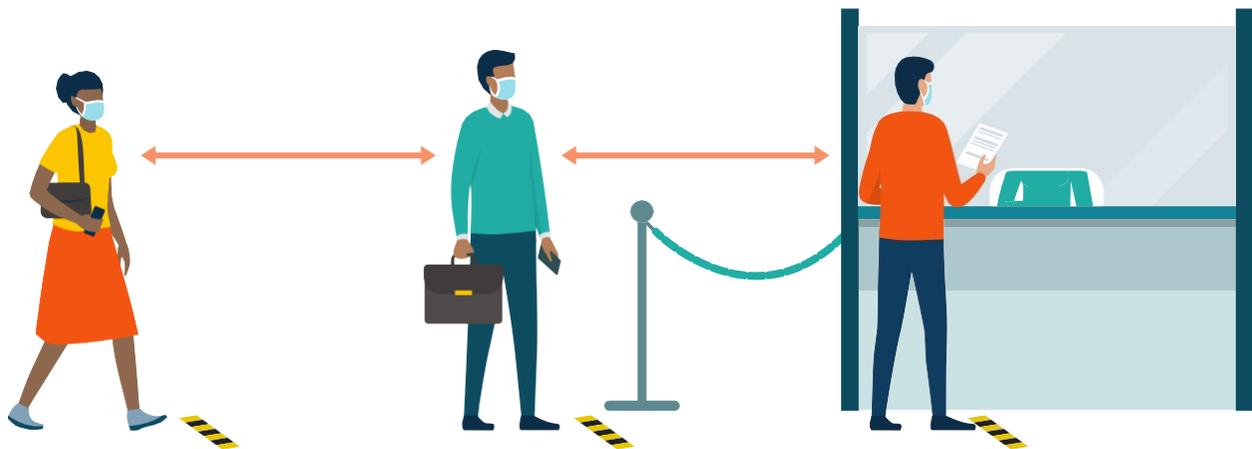
Social distancing means avoiding large gatherings. Physical distancing means maintaining distance (at least 6 feet or 2 meters) from others when possible. Both social and physical distancing are important precautions. WWFHC will implement the following distancing strategies:

- › Set limits on how many people are in the building at one time.
- › Increase physical space between employees at the worksite. This may include:
 - Adding extra space between workspaces to ensure 6 feet of distance between workers.
 - Encouraging employees to avoid elevators.
 - Creating one-way traffic flow through aisles and hallways.
- › Altering meeting practices to phone or video rather than in-person whenever possible. When a physical meeting is required, ensure 6 feet of space between each employee, require that all employees wear masks, and clean and disinfect meeting room surfaces.
- › Postpone non-essential travel and events.
- › Stagger break times.

S — A — F — E

SIX AWAY FROM EVERYONE

Keep 6 feet between you + others to help prevent the spread.





Communicating with Our Employees

The COVID-19 pandemic is a complex situation that requires frequent and consistent communication with all stakeholders. As reports of the illness and its toll from other nations began to surface, WWFHC leadership, along with its Board of Directors, began planning a coordinated response. As employees head back to the workplace, they continue to face uncertainty that they cannot escape professionally or personally. COVID-19 is everywhere.

To maintain open communication with all stakeholders, WWFHC will send out a routine weekly email detailing COVID-19 updates. WWFHC also has a staff suggestion box, which will now be digital, allowing staff to share their questions and concerns anonymously.

Plan

- › **WWFHC has established an operational COVID-19 task force** that includes representatives from leadership team. The task force meets regularly and shares information that communication professionals can provide to the organization/company.
- › **At WWFHC, we believe that leadership involvement is a critical necessity** and should include a cadence of regular communications to all our key audiences. We believe that communication from leadership should be planned and provide valuable, consistent information to our employees and other key stakeholders.
- › **We aim to ensure that reactivation efforts align with WWFHC’s values and mission** and are incorporated in WWFHC’s communications and messaging.
- › **Rethink how we work.** WWFHC will hold regular meetings with operations staff to identify needs so everyone is aware and involved.

Develop

- › **WWFHC aims to develop repetitive, consistent messaging.** Ensuring that everyone understands what is happening given the speed with which it’s occurring is difficult. We will script important messages for different sources and echo them throughout several different communications (e.g. e-newsletters, phone and video meetings, conversations with managers, talking points, etc.).
- › **We will identify target audiences** and determine what information they need, how they will receive it and how often.

- › **We will assign Communications team members to different areas,** so they develop subject matter expertise and contacts within the departments with which they work.
- › **Reimagine how we communicate.** With things changing quickly, we will likely need to increase the frequency of our communications. We will evaluate the tools we have in place and identify how to utilize them in this evolving pandemic.
- › **We encourage our employees to be vigilant** about procedures, to peer-identify people who they see putting themselves at risk, and to take care at home to protect their families.
- › **We will share constant reminders on how much we appreciate our staff.** Assure them of the continuity of WWFHC’ mission, vision and values.
- › **Be flexible.** An open-minded approach is essential as we rethink and reimagine the best ways to address WWFHC’ communication needs with employees.

Monitor

- › **WWFHC will designate point people** in our Communications department to review all communications before they are distributed to ensure a consistent approach. Inconsistency breeds rumors and mistrust.
- › **Monitor comments** on the intranet and social media. Respond when necessary, and consult with experts as needed to dispel rumors, answer questions and address concerns, following Media Relations Policy.

Managing Symptoms

As employees return to work, there may have concerns about possible exposure to COVID-19 — and how to tell the difference between symptoms of the virus and other common illnesses. It is important that WWFHC employees are educated about the symptoms of COVID-19. These resources will help WWFHC employees not only recognize what symptoms to look for, but how to manage any situation where they have symptoms.

What Symptoms Should I Be Watching For?

Patients with confirmed infection with COVID-19 reported these respiratory symptoms (as of May 12, 2020):



Cough



Shortness of Breath or
Difficulty Breathing



Fever



Chills



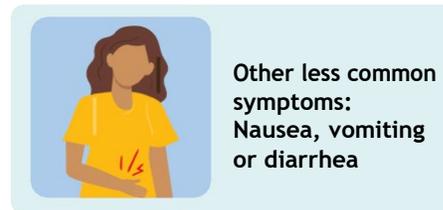
Muscle Pain



New Loss of
Taste or Smell



Sore Throat



Other less common
symptoms:
Nausea, vomiting
or diarrhea

Symptoms can range in severity from very mild to severe. In about 80% of patients, COVID-19 causes only mild symptoms. For an up-to-date list of symptoms, please consult the CDC website. Employees exhibiting COVID-19 symptoms are advised to stay home and get tested for COVID-19. Employee must notify the Human Resource Department of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19.

How does WWFHC handle an employee who has symptoms or becomes ill at work?

We will follow these steps if one of our employees begins having suspected COVID-19 symptoms or feels ill during the workday:

- › Supervisor will immediately separate the employee who is ill from other workers, patients and visitors.
- › Supervisor will send the employee home and instruct them to follow-up with a healthcare provider for appropriate testing and treatment.
- › Close off all areas that the ill employee was using.
- › We will follow CDC guidance for cleaning and disinfecting the building when someone is sick.

What to do if an employee has been exposed to someone who has COVID-19?

We will follow these procedures for employees who have been exposed to someone but do not have symptoms:

- › Screen all employees for temperature and symptoms when they arrive at work each day.
- › Perform regular self-monitoring as outlined by our occupational health program.
- › The affected employee is required to wear a face mask in the workplace at all times when in 6 feet of others.
- › Maintain physical distance guidelines of at least 6 feet from others in the workplace.
- › Disinfect and clean workspaces, especially shared spaces and equipment.



Employee Wellbeing and Resiliency

The COVID-19 pandemic has been an unprecedented event, disrupting our way of life and causing increased stress and anxiety for workers everywhere. Information is rapidly changing and can be confusing, even scary. While some workers may successfully manage their anxiety levels, the ongoing situation can be overwhelming for everyone.

According to the CDC, stressors associated with an infectious disease outbreak can include:

- › Fear and worry about your own health and the health of your loved ones.
- › Changes in sleep or eating patterns.
- › Difficulty sleeping or concentrating.
- › Worsening of chronic health problems.
- › Worsening of mental health conditions.
- › Increased use of alcohol, tobacco or other drugs.

Employee Wellbeing and Resiliency

Managing stress

Following these steps to manage stress and add a sense of normalcy can go a long way to help our employees cope with the ever-changing environment and help keep those around us calm and focused. Encourage individuals who seem unable to manage the increased levels of stress and anxiety to explore available resources, such as the organization’s employee assistance program (EAP).



Exercise regularly. Aerobic exercise (e.g., walking, running, hiking, or playing with your kids/pets), can help release endorphins (natural substances that help you feel better and maintain a positive attitude).



Maintain a healthy diet. Stress can adversely affect your eating habits and your metabolism. The best way to combat stress or emotional eating is to be mindful of what triggers stress eating and to be ready to fight the urge.



Connect with others. Fear and isolation can lead to depression and anxiety. Reach out to family members, friends, and colleagues regularly via phone, text, FaceTime or other virtual platforms.



Take a break. While it is important to stay informed of the latest news and developments, the evolving nature of the news can get overwhelming. Find a balance of exposure to news that works for you. Whenever reasonably possible, disconnect physically and mentally.



Get enough sleep. It is especially important that individuals get the recommended amount of sleep to help them stay focused on work and on managing the stress the current outbreak can bring. Experts recommend avoiding alcohol and stimulants like caffeine and nicotine before bed.

The Road to Resilience

In times of stress or crisis, we have a choice. Learn to face your fears and become resilient.



Calm Yourself

"An anxious mind cannot exist in a relaxed body."
Dr. Edmund Jacobson



Deep Breathing

Increases the supply of oxygen to your brain, stimulates the vagus nerve promoting calmness.



Physical Exercise

Reduces stress hormones and produces endorphins which act as painkillers and mood enhancers.



Journaling

Writing down negative thoughts clears them from your mind.



Spend Time Outdoors

Exposure to nature reduces blood pressure, tension and stress hormones.



Limit Phone Usage

High mobile phone use is associated with stress and sleep disturbances.



Positive Self-talk

Engage in positive self-talk to change your narrative.



Setbacks are Temporary

Think of setbacks as temporary, situational and objective rather than permanent, pervasive and personal.



The Power of Yet

Remember the power of yet, give yourself permission to learn and grow.



Win Your Worry War

Win your war with worry by not telling yourself this type of scary story.



Be the Hero in Your Story

Tell yourself a story where you are the hero.

Change Your Thinking

"One of the most significant findings in psychology in the last twenty years is that individuals can choose the way they think."
Dr. Martin Seligman



Take Care of Yourself

Practice good nutrition, and get adequate sleep, hydration and exercise.



Reflect Regularly

Regularly reflect on things for which you are grateful.



Practice Spirituality

Practicing spirituality reduces stress and increases health and wellness.



Connect with Others

Connecting with others creates a support system.



Care for Others

Caring for others improves your mental health and emotional well-being.

Create a Resilient Lifestyle

"I can be changed by what happens to me, but I refuse to be reduced by it."
Maya Angelou

When we react to stress or fear we are unable to think rationally. Take the time to breathe and you will calm down and make better decisions.

You have the power to change your thinking and your story. Choose to be the hero.

Just as we choose how we think, we also make lifestyle choices.



Healthcare Industry-Specific Guidance

As restrictions on medical procedures begin to ease, we expect patients will resume their non-urgent medical visits, including well-care visits and diagnostic testing. Return to work guidance for healthcare providers focuses on ensuring the safety of our patients and caregivers. WWFHC facilities must practice appropriate disinfection procedures and have an adequate inventory of personal protective equipment (PPE), supplies and medication appropriate to the number and type of procedures to be performed.



Office Managers will conduct regular reactivation rounding audits to confirm compliance with best practices in the following categories:

- › Process for rapidly identifying and isolating patients with confirmed or suspected COVID-19
- › Testing capacity if applicable
- › Hand hygiene
- › Transmission-based precautions
- › PPE
- › Education, monitoring and screening of employees
- › Workforce availability
- › Patient care
- › Adequate supplies of equipment, medication and PPE
- › Environmental cleaning
- › Social and physical distancing

Healthcare-specific suggestions include:

Clean

- › **WWFHC will disinfect high-touch surfaces several times per day**, including door handles and locks, light switches, chairs, keyboards, computer mice, phones, carts, and credit card machines.
- › **WWFHC has taken steps to remove items that can potentially be shared** by several people in public spaces (magazines, pamphlets, pens), as well as any unnecessary paper/poster/temporary signage.
- › **CSR, Medical and Dental Assistants clean and disinfect all surfaces between patients.**
- › **Provided cleaning stations** with disinfection wipes for employees to self-disinfect their desks, printers and conference areas in designated areas throughout the workplace.
- › **Keep surfaces clear** as much as possible to allow for sanitation with disinfectant wipes throughout the day.

Screen

- › **WWFHC screens all patients and visitors for COVID-19 symptoms and exposures** prior to scheduled appointment times.
- › **WWFHC screens all personnel for COVID-19 symptoms and exposures** prior to the beginning of every shift.
- › **Test and refer any patients who exhibit symptoms of COVID-19** to a drive through testing appointment.

Separate

- › **WWFHC has ensured 6 feet of space between all individuals, and has installed barriers where needed.** In waiting rooms and lobbies, we have removed extra chairs. We have removed all cloth upholstered seats that cannot be cleaned.
- › **WWFHC has limited the number of people that can ride the elevator together.** We have emailed staff indicating these limits and ensured that hand sanitizer is available to staff utilizing elevators.
- › **Mapped out potential line forming paths** to encourage physical distancing.
- › **We utilize virtual check-ins and cashless co-pay collection methods.** WWFHC uses EPION and patient portal for contact-less patient registration process and payment collections.
- › **Encouraged utilization of vacant rooms,** conference rooms and offices as flexible workspace when needed.
- › **Required employees to wear face coverings.** Provided face coverings or masks to patients and visitors in our facility who do not have them already.





Adjust

- › **WWFHC has provided alcohol-based hand sanitizer stations at each entrance and in all common areas.** We advise employees/patrons to remove gloves upon entry to encourage the use of hand sanitizer.
- › **We aim to continue the use of telehealth,** when possible, to encourage social distancing and improve convenience and access-to-care.
- › **We have established separate units/locations for patients suspected of having COVID-19 and those who do not.** This includes establishing a quarantine room at each facility.
- › **We continuously monitor to ensure adequate supply of appropriate personal protective equipment (PPE) for our personnel.** This includes face masks for all employees and disposable gloves for those involved in patient care, cleaning supplies and other facility maintenance supplies needed ad per CDC guidelines.
- › **We have developed Relias training for employees on proper techniques for donning, doffing and maintaining PPE.**
- › **We have reassigned our employees in high-risk groups** (e.g., those >65 or with pre-existing conditions) to tasks that limit their exposure.

Communicate

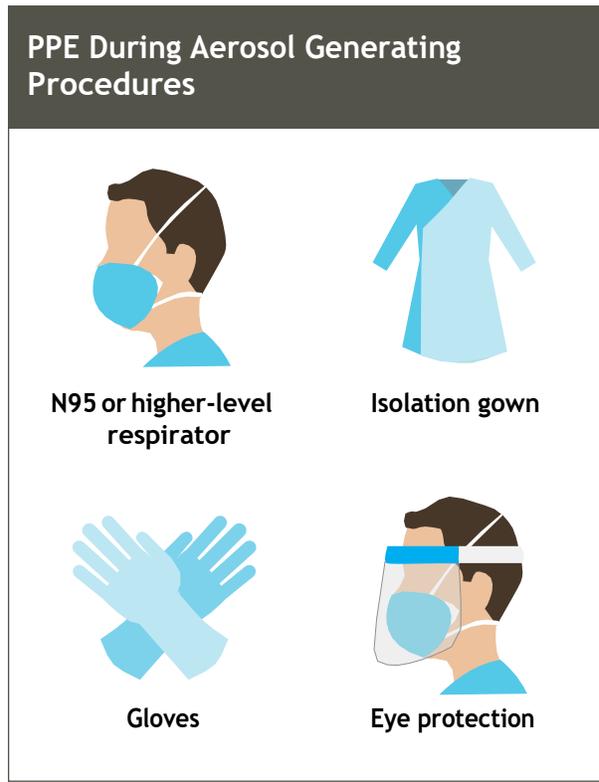
- › **WWFHC has constant outreach to patients whose care was postponed** to reassess their current needs and reschedule if feasible.
- › **We have posted signage at entrances with instructions** to individuals with symptoms of respiratory infection to: (1) immediately put on a mask and keep it on during their assessment; (2) cover their mouth/nose when coughing or sneezing; (3) use and dispose of tissues; and (4) perform hand hygiene after contact with respiratory secretions.
- › **We have used markings on the floor in queuing spaces** (e.g., elevator lobbies, pharmacies, front desks, etc. to remind patients and caregivers to leave 6 feet of space between themselves and others).
- › **We have constant reminders to patients and personnel of our commitment to health and safety prevention measures** with abundant signage near entrances, in waiting and examination rooms, restrooms and break rooms. Reminders include the importance of hand washing, face masks and physical distancing, as well as cough etiquette.
- › **WWFHC will encourage employees to get the seasonal influenza vaccine** when it is available in the autumn.



Aerosol Generating Procedures

Some procedures performed on patient with known or suspected COVID-19 could generate infectious aerosols. Procedures that are likely to induce coughing (e.g., sputum induction) should be performed cautiously. If performed, the following should occur.

- › Employees in the room should wear an N95 or higher-level respirator, eye protection, gloves and a gown.
- › The number of employees present during the procedure should be limited to only those essential for care and procedure support.
- › Aerosol generating procedures should take place in a private room with the door closed or with barriers and/or spacing between stations in dental areas without walls.
- › Clean and disinfect procedure room surfaces promptly and with appropriate disinfectant. Use disinfectants on List N of the EPA website for EPA-registered disinfectants that have qualified under EPA’s emerging viral pathogens program for use against SARS-CoV-2 or other national recommendations.



What to do if one of your employees is diagnosed with COVID-19?

- › **Supervisors will isolate the symptomatic individual** and any person who may have come into contact with the individual. Known contacts should monitor symptoms and if possible be quarantined for a period of 14 days.
 - › **Supervisor will send home any employees with symptoms of COVID-19** and instruct them to get tested for COVID-19, if positive they will be asked to quarantine for 14 days from the onset of symptoms, as recommended by the CDC. Instruct them to follow-up with a healthcare provider for appropriate treatment. medications, for 3 days.
- › **Instruct employees to contact their manager** immediately if they notice that a colleague is exhibiting symptoms of COVID-19.
- › **Stay in touch with the infected employee.** Consider return to work 10 days after symptom onset AND 3 days with the following:
 - Resolution of fever (without the use of fever-reducing medications).
 - Improvement of symptoms (cough, shortness of breath).
- › **Report confirmed cases of COVID-19** immediately as required by local health authorities.

PPE Guidance Based on Encounter Type

Encounter Type	Recommended PPE	When to Change	Questions/Comments
All roles/all times	<ul style="list-style-type: none"> Surgical mask or equivalent 	When soiled, saturated, or difficult to breathe through	Surgical masks offer similar protection and do not require FIT testing.
Door screeners	<ul style="list-style-type: none"> Mask Gown Gloves, if taking oral temperature; Face Shield 	<p>Gown by type – see comments</p> <p>Gloves – change gloves or use hand sanitizer on gloves between patients. Change when damaged, or leaving to attend to personal needs like meals, restroom.</p>	Disposable Gown: re-use until soiled or unusable Do not come in with your PPE into shared spaces (lunchroom, restroom, employee hallways).
Check In/Pharmacy customers/ CHW/ CSR/ MAT Employees	<ul style="list-style-type: none"> Mask Sanitize hands, as needed Gloves, if taking Rx payment (credit cards, cash, etc..). 	Gloves – use hand sanitizer on gloves between patients. Change when damaged, leaving to attend to personal needs like meals, restroom	All sites have marked 6-foot space from desk which is crossed only for signature, paying copay, etc.
Rooming/Direct Care Roles: MA, DA, Registered Nurse	<ul style="list-style-type: none"> Mask Gown Face shield Gloves 	<p>Gown by type – see comments</p> <p>Face shields- clean post each patient.</p> <p>Gloves- between patients</p>	<p>Disposable Gown: re-use until soiled or unusable</p> <p>Reusable Gown: wipe down after each patient using Cavi-wipe. Launder once or twice per week.</p>
Provider visit/encounters in exam room or dental operatory for non-aerosol producing procedures	<ul style="list-style-type: none"> Mask Gown Face shield Gloves 	<p>Gown by type – see comments</p> <p>Face shield- clean post each patient.</p> <p>Gloves- Between patients</p>	<p>Disposable Gown: re-use until soiled/unusable</p> <p>Reusable Gown: wipe down after each patient using Cavi-wipe. Launder once or twice per week.</p>
Behavioral Health counseling/Care Management/Health Education done in person	<ul style="list-style-type: none"> Mask Gown- for visits >15 mins Face shield Sanitize hands, as needed 	<p>Face shield- clean post each patient.</p> <p>Gown by type – see comments</p>	<p>Maintain 6-ft distance from pt. Use alternate space if needed.</p> <p>Disposable Gown: re-use until soiled or unusable</p> <p>Reusable Gown: wipe down after each patient using Cavi-wipe. Launder once or twice per week.</p>
Non-patient facing: Phone-based & Administrative	<ul style="list-style-type: none"> Mask or approved cloth masks Sanitize hands, as needed 	If cloth mask used, must launder daily	Roles: administrative staff, triage nurses, call center, HR, finance, Rx filling Pharmacy employees, etc.
Drive-thru testing, throat culture collection and Dental procedures: Throat culture; or other aerosol producing procedure	<ul style="list-style-type: none"> Fit tested N95 Mask Gown Face shield Bonnet Gloves 	Frequency of cleaning and change out varied by role	Drive thru testing; dental procedures; collection of throat specimens for strep and other tests in exam rooms

COVID-19 Cleaning Checklist

Name: _____

Area: _____

Date: _____

Round Each Area Hourly, Address Spills, Spots, Trash as Needed

	Complete		Complete
1. Shift Start Equipment Disinfection		8. Employee Break Rooms	
Disinfect all cleaning equipment at shift start		Disinfect door handles	
2. Hallway High Touch Surfaces		Disinfect chair surfaces	
Disinfect Handrails		Disinfect table surfaces	
Disinfect Exterior Doorknobs		9. Restrooms (disinfect in this order)	
Dust mop hallways		Disinfect entrance doors/handles	
3. Elevator/Elevator Lobby High Touch Surfaces		Disinfect paper towel dispensers	
Disinfect interior/exterior buttons		Disinfect soap dispensers	
Disinfect interior/exterior handrails		Disinfect entire sink area	
4. Nourishment/Relief Areas		Disinfect stall doors	
Disinfect door handles		Disinfect seat cover and toilet paper dispensers	
Disinfect chair surfaces		Disinfect all toilets and urinals	
Disinfect table surfaces		Place wet floor sign and mop floor	
5. Stairwell High Touch Surfaces		10. Clean Utility Rooms	
Disinfect doors/door handles leading into stairwells		Disinfect entrance door/handle	
Disinfect all stairwell rails		Disinfect light switch	
Dust mop stairs/landings		Disinfect all horizontal surfaces in room	
Spot mop stairs/landings		Place wet floor sign and Mop Floor	
6. Nurse's Station High Touch Surfaces		11. Soiled Utility Rooms	
Disinfect horizontal surfaces		Disinfect entrance door/handle	
Disinfect unoccupied furniture		Disinfect light switch	
Disinfect unoccupied computer spaces		Disinfect all horizontal surfaces in room	
Disinfect doors/door handles		Place wet floor sign and Mop Floor	
Disinfect surrounding railings		12. End of Shift Equipment Cleaning	
Disinfect desk area		Disinfect all cleaning equipment (cart/bucket/etc.) prior to shift end	
7. Trash Removal		13. Other	
Remove trash cage when 3/4 full			
Empty trash into compactor			
Disinfect walls near cage before returning cage			

