

Northwest Michigan Community Action Agency

COVID-19 Response & Preparedness Plan

Revised September 9, 2021

Our plan is based on information and guidance from the Centers for Disease Control (CDC) and the [Michigan Occupational Health and Safety Administration Emergency Rules \(MIOSHA\)](#) at the time of its development. Because the COVID-19 situation is frequently changing, the need for modifications may occur based on further guidance provided by the CDC, OSHA, and other public officials at the state or local levels.

The spread of COVID-19 in the workplace can come from several sources:

- Co-workers
- Customers
- Guests - visitors/vendors/family members
- The General Public

Definitions. As used in this plan:

- (a) "Close contact" means close contact as [defined by the latest United States Centers for Disease Control and Prevention \(CDC\) guidelines](#) at the time of contact.
- (b) "COVID-19" means a viral respiratory illness characterized by [symptoms defined by the CDC](#).
- (c) "Known cases of COVID-19" means persons who have been confirmed through diagnostic testing to have COVID-19.
- (d) "SARS-CoV-2" means the novel coronavirus identified as SARS-CoV-2 or a virus mutating from SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2), the virus which is the causative agent of COVID-19.
- (e) "Suspected cases of COVID-19" means persons who have symptoms of COVID-19 but have not been confirmed through diagnostic testing or unvaccinated persons who have had close contact with a person who has been confirmed through diagnostic testing to have COVID-19.
- (f) "Fully vaccinated persons" means persons for whom at least 2 weeks have passed after receiving the final dose of an FDA-approved or authorized COVID-19 vaccine.

RESPONSIBILITIES OF NMCAA SUPERVISORS AND MANAGERS

NMCAA designated the following staff as its COVID-19 Workplace Coordinators:

NAME	Email/Phone
Kristin Ruckle	kruckle@nmcaa.net /231-346-2102

The Coordinator's responsibilities include:

- staying up to date on federal, state, and local guidance
- incorporating those recommendations into our workplace
- training our workforce on control practices, proper use of personal protective equipment, the steps employees must take to notify our business of any COVID-19 symptoms or suspected cases of COVID-19.
- reviewing HR policies and practices to ensure they are consistent with this Plan and existing local, state, and federal requirements

All NMCAA managers/supervisors must be familiar with this Plan and be ready to answer questions from employees. Additionally, NMCAA expects that all managers/supervisors will set a good example by following this Plan. This includes practicing good personal hygiene and jobsite safety practices to prevent the spread of the virus. Managers and supervisors must encourage this same behavior from all employees.

NMCAA will require and keep a record of all self-screening protocols for all employees or contractors entering the worksite, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed cases of COVID -19.

Workplace controls

- (1) NMCAA shall designate 1 or more worksite COVID-19 safety coordinators to implement, monitor, and report on the COVID-19 control strategies developed under these rules. (see above)
- (2) NMCAA shall ensure that all individuals practice social distancing, remaining at least 6 feet from one another to the maximum extent feasible while on worksite premises.
- (3) NMCAA shall provide non-medical grade face coverings to employees at no cost to the employee.
- (4) Face coverings required for all individuals regardless of vaccination status when social distancing cannot be maintained or in common areas.
- (5) Compliance with subrules (2) and (4) of this rule may be accomplished in a manner deemed effective for the place of employment. At NMCAA this will be accomplished by posting signs in the work area reminding employees to wear face coverings and maintain appropriate distancing.

(7) Remote Work

In-person work is allowed. Staggered work schedules are encouraged for shared spaces. Please see supervisor for scheduling and remote work options. (See NMCAA Remote Work Policy)

(8) Clients and Visitors

Employees must follow the NMCAA Client Protocol for all in-person appointments.

Basic infection prevention measures

- (1) NMCAA shall promote frequent and thorough hand washing, including by providing workers, customers, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, NMCAA shall provide antiseptic hand sanitizers or alcohol-based hand towelettes containing at least 60 percent alcohol.
- (2) NMCAA shall require workers who are experiencing symptoms of COVID-19 to not report to work or work in an isolated location.
- (3) NMCAA shall increase facility cleaning and disinfection to limit exposure to SARS-CoV-2, in accordance with the latest CDC guidance.
- (4) NMCAA shall use Environmental Protection Agency ([EPA\)-approved disinfectants](#) that are expected to be effective against SARS-CoV-2 based on data for harder to kill viruses.

(5) Enhanced Hygiene

Employees are instructed to wash their hands frequently, to cover their coughs and sneezes with tissue, and to avoid touching their faces. Employees will be provided with access to places to frequently wash hands or to access

hand sanitizer. Employees will also be provided with access to tissues and to places to properly dispose of them. Signs regarding proper hand washing methods will be posted in all restrooms. Hand shaking is also prohibited to ensure good hand hygiene.

Signage promoting proper handwashing and the importance of personal hygiene will be strategically posted at all NMCAA buildings and facilities.

(6) Enhanced Cleaning and Disinfecting

Increased cleaning and disinfecting of surfaces, equipment, and other elements of the work environment will be performed regularly using products containing EPA-approved disinfectants. Employees will be provided with access to disposable disinfectant wipes so that any commonly used surfaces can be wiped down before each use. If an employee that has been in the workplace in the past 14 days tests positive for COVID-19, see *Cleaning and Disinfection After Persons Suspected/Confirmed to Have COVID-19 Have Been in the Facility*

Health surveillance

(1) NMCAA shall conduct a daily entry self-screening protocol for all employees, contractors, and clients entering the workplace, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed exposure to people with possible COVID-19.

(2) NMCAA shall direct employees to promptly report any signs and symptoms of COVID-19 to the employer before or during the work shift.

(3) NMCAA shall physically isolate any employees known or suspected to have COVID-19 from the remainder of the workforce, using measures such as, but not limited to:

- (a) Not allowing known or suspected cases to report to work.
- (b) Sending known or suspected cases away from the workplace.
- (c) Assigning known or suspected cases to work alone at a remote location (for example, their home), as their health allows.

Suspected Cases of COVID-19

An employee, contractor, volunteer, or client will be considered to have a ***Suspected Case of COVID-19*** if:

They are experiencing principal symptoms defined as one or more of the following not explained by a known medical or physical condition:

- Fever
- Shortness of breath
- Uncontrolled cough ***or***

Two or more of the following not explained by a known medical or physical condition:

- Abdominal pain.
- Diarrhea.
- Loss of taste or smell
- Muscle aches
- Severe headache
- Sore throat
- Vomiting

They have been exposed to a COVID-19 positive person, meaning:

- An immediate family member has tested positive for or exhibited symptoms of COVID-19; or
- In the last 14 days, the employee came in close contact with someone who has tested positive for COVID-19.
- ***Exception: If you have received the COVID-19 vaccine and it has been two weeks since your final vaccination.***

If an employee believes that he or she qualifies as a Suspected Case (as described above), he or she must:

- Immediately notify supervisor and Human Resources contact.
- Self-quarantine for 10 days (continue to watch for symptoms for another 4 days).
- Those exhibiting principal symptoms should “isolate” for 10 days from the day of symptom onset; *and*
- Seek immediate medical care or advice and testing to confirm diagnosis.
- The employer shall allow employees with a known or suspected case of COVID-19 to return to the workplace only after they are no longer infectious according to the [latest guidelines from the CDC](#).

If an employee qualifies as a Suspected Case, then NMCAA will:

- Notify all employees who may have come into close contact (being within six feet for more than 15 minutes within a 24-hour period) with the employee in the past 14 days (while not disclosing the identity of the employee to ensure the individual’s privacy); *and*
- Ensure that the employee’s work area is thoroughly cleaned.

Confirmed Cases of COVID-19

An employee, contractor, volunteer, or client will be considered a ***Confirmed Case of COVID-19*** if they have been performing in-person operations in the past 14 days and tested positive for COVID-19.

If an employee believes that he or she qualifies as a Confirmed Case (as described above), he or she must:

- Immediately notify supervisor and Human Resources contact of his or her diagnosis; *and*
- The employer shall allow employees with a known or suspected case of COVID-19 to return to the workplace only after they are no longer infectious according to the [latest guidelines from the CDC](#).

If an employee qualifies as a Confirmed Case, then NMCAA will:

- Notify all employees who may have come into close contact with the employee (being within six feet for more than 15 minutes within a 24-hour period) in the past 14 days (while not disclosing the identity of the employee to ensure the individual’s privacy).
- Ensure that the entire workplace or affected parts thereof (depending on employee’s presence in the workplace), is thoroughly cleaned and disinfected.
- If necessary, close the work area or workplace, until all necessary cleaning and disinfecting is completed; *and*
- Communicate with employees about the presence of a confirmed case, the cleaning/disinfecting plans, and when the workplace will reopen.

When an employee is identified with a confirmed case of COVID-19, within 24 hours the Executive Director or Human Resource Director will notify both:

- 1) The local health department, *and*
- 2) Any co-workers, contractors, or suppliers who may have come in contact with the person with a confirmed case of COVID-19.

Confidentiality/Privacy

Except for circumstances in which the NMCAA is legally required to report workplace occurrences of communicable disease, the confidentiality of all medical conditions will be maintained in accordance with applicable law and to the extent practical under the circumstances. When it is required, the number of persons who will be informed of an employee's condition will be kept at the minimum needed not only to comply with legally required reporting, but also to assure proper care of the employee and to detect situations where the potential for transmission may increase. NMCAA reserves the right to inform other employees that a co-worker (without disclosing the person's name) has been diagnosed with COVID-19 if the other employees might have been exposed to the disease so the employees may take measures to protect their own health.

RESPONSIBILITIES OF EMPLOYEES

We are asking each of our employees to help with our prevention efforts while at work. NMCAA understands that in order to minimize the impact of COVID-19 at our facility, everyone needs to play his or her part. We have instituted several best practices to minimize exposure to COVID-19 and prevent its spread in the workplace. This includes specific cleaning efforts and social distancing. While here at work, all employees must follow these best practices for them to be effective. Beyond these best practices, we require employees to report to their managers or supervisors immediately if they are experiencing signs or symptoms of COVID-19, as described below. If employees have specific questions about this Plan or COVID-19, they should ask their manager, supervisor or contact Betsy Rees, Human Resources Director, at brees@nmcaa.net. If there is an unsafe or unhealthy working condition, a report (oral or written) should be made immediately to the employee's supervisor and Kim Aultman, Director of Operations, at kaultman@nmcaa.net.

Exhibit A

NMCAA CLIENT PROTOCOL

These steps must be followed when providing in-person service to a client at any NMCAA facility.

Before meeting with a client:

1. All appointments with clients will take place in designated areas so that appointments can be adequately spaced to ensure there is not overlap and that there is adequate time to disinfect that area before the next appointment.
2. An Outlook calendar will be made available for each client meeting area so that appointments can be logged and should include the name of the staff person requesting the space and the duration of the appointment. Allow a minimum of 20 minutes between appointments when scheduling.

Petoskey Office: Use Petoskey Conference Room Calendar

Traverse City Office: Use Client Meeting Space Calendar

(Designated meeting space is the first room on the right in front of the reception desk)

Cadillac Office: Use Cadillac Conference Room Calendar

3. When setting appointments with clients, inform them they will be required to complete a health assessment questionnaire the day of and prior to the appointment time. Also, inform them the scheduled appointment will take place only if they are able to answer “no” to all questions. Clients will be required to wear a mask during the appointment. If needed, PPE will be provided by NMCAA.
4. If a client is unable to wear a mask due to a medical condition, NMCAA can provide a face shield as an alternative.
5. As an alternative, particularly in cases where a client is unable to wear a mask, appointments can be conducted outdoors at a designated location, virtually, or via another safe alternative method.

Upon entering the building:

1. Clients will be asked to stop at a designated station to sanitize hands upon entering the building.
2. The designated client meeting space will be an area as close to the entrance as possible set up to ensure social distancing during the appointment.

After the appointment:

1. Clients will be accompanied to the exit by the employee.
2. All high touch areas will be disinfected by the employee after each appointment. This will include door handles, tabletops, and any other items or areas touched during the appointment.
3. After disinfecting, the employee will be required to wash hands following the guidance for handwashing posted in the restrooms.
4. This same disinfecting and hand washing procedure is required after an appointment conducted outdoors.

**If meeting clients at another NMCAA location, apply this guidance as appropriate to that setting.*

COVID-19 Home Visit Protocol

Our goal during this Coronavirus/Covid-19 crisis is to ensure the health and safety of employees and those we serve. We are taking universal precautions to achieve these goals.

Before any home visits occur, the following is required:

1. Employees must track home visits using a method approved by their supervisor. This information is needed so supervisors can monitor the number and duration of home visits completed within a given time frame and should be completed prior to the visit.
2. Home visit tracking should include the following information: client name, address, time, and date of home visit. Please also note location of visit if held offsite. This information is important to ensure safety and can be used, if needed, for contact tracing.
3. A health assessment checklist should be completed prior to leaving and on the same day as the scheduled home visit. If no phone is available, the assessment should be complete upon arrival and before entering the home.
4. If the person answers **no** to all questions, the employee can continue with the home visit and follow the safety protocol listed below.
5. If the person answers **yes** to any of these questions, employee will inform the client that visits will continue via phone and/or web until the client is symptom free for 14 days. Staff will encourage the client to get tested ASAP and will direct them to a local testing site.

When to Seek Emergency Medical Attention

Look for **emergency warning signs*** for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.

Follow these steps during/after home visits

1. Before entering anyone's home, sanitize your hands.
2. Always keep as much space between you and the person as you can during the home visit (CDC recommends 6 ft.). Acknowledge that this may be different from how you regularly work together, and it is being done to keep everyone safe. People may already feel isolated, so social distancing can exacerbate this. Talk about it.

3. Masks must be worn by both the employee and client unless a medical issue would prevent doing so. If a mask cannot be worn due to medical reasons, a virtual alternative should be sought.
4. If you cough or sneeze, do so into your sleeve.
5. Conduct the home visit outdoors whenever possible, weather permittable.
6. Immediately after leaving someone's home, use hand sanitizer or wipes to sanitize.
7. At the end of your workday, immediately remove your clothes, bag them up, and wash before wearing again. Take a shower. Prioritize self-care!

Tips for Home Visits

- ✓ Educate clients on what the virus is and how to minimize exposure
- ✓ Educate clients and keep up to date on local orders related to the virus
- ✓ Leave written flyers and materials when necessary. Each client should receive a CDC flyer on precautions.
- ✓ Safety planning: does the client know who to call and what to do if they are not feeling well?
- ✓ How much food do they have on hand?
- ✓ Social isolation is real. Can we call every couple of days to check in on you?
- ✓ Assess need for basic supplies like soap and toilet paper and/or food. You may need to help them get it.
- ✓ Share resources on where to get meals and food boxes
- ✓ During warm months, use social distancing and conduct home visits outside when able, staying 6 ft. apart. Take your own chair and keep in your vehicle to use outside.

Make sure you have a kit with the following in your car*:

(NMCAA Management will provide you with PPE and training on proper use of PPE)

1. Hand sanitizer
2. Clorox/cleaning wipes OR disinfectant spray/paper towels. Good for washing your hands, opening doors to apartment buildings, wiping down your steering wheel frequently, wiping down your phone, etc.
3. Garbage bags (plastic grocery bags are perfect for this) to dispose of dirty gloves/tissues/wipes
4. Disposable gloves
5. Masks

****Programs may have more specific/restrictive guidance based on the unique nature of the home visiting program. The above represents minimum requirements for all programs***