

LISTENING EAR COVID-19 CONTINGENCY PLAN

IN ACCORDANCE WITH MDHHS, MIOSHA, CMH AND THE HEALTH DEPARTMENT, LISTENING EAR INSTITUTES THIS COVID-19 CONTINGENCY PLAN (“PLAN”).

LISTENING EAR COMPANY AIMS TO PROTECT ITS WORKFORCE BY ENACTING ALL APPROPRIATE PREVENTION EFFORTS AND CONTINUOUSLY MONITORING GUIDANCE FROM LOCAL, STATE, FEDERAL HEALTH OFFICIALS, AND OSHA AND IMPLEMENTING WORKPLACE AND PLAN MODIFICATIONS WHERE APPROPRIATE.

EMPLOYEES WITH QUESTIONS ARE ENCOURAGED TO CONTACT EMMA REED, ASSISTANT TO THE EXECUTIVE DIRECTOR VIA PHONE AT 989.773.6904 EXT 3249 AND/OR EMAIL AT EREED@LISTENINGEAR.COM.

HOME MANAGEMENT

A. BUSINESS SUPPORT

1. ACCOUNTS RECEIVABLE

- KATELYNN THORNTON IS SET UP TO WORK REMOTELY USING HER PERSONAL DEVICE.
- MAJOR TASKS INCLUDE MONTHLY BILLINGS AND DOING CASH RECEIPTS/SYSTEM DEPOSITS AFTER AP DOES THE BANK DEPOSITS.
- ALL TASKS ARE ABLE TO BE PERFORMED REMOTELY.
- BACKUP IS AMANDA HART FOR AR BILLINGS. NO STAFF IS CROSS TRAINED FOR CASH RECEIPTS AT THIS TIME. PROCEDURE MANUAL IS LOCATED IN AR OFFICE AND ALSO LOCATED ON THE FINANCE DRIVE IN THE AR FOLDER.

2. ACCOUNTS PAYABLE

- CHRIS JOHNSON IS SET UP TO WORK REMOTELY USING AGENCY DEVICES INCLUDING AN EXTRA MONITOR.
- MAJOR TASKS INCLUDE CHECK RUNS, PAYING FEDERAL PAYROLL TAXES, AND RECEIPTS.
- CHECK RUNS ARE NOT ABLE TO BE COMPLETED REMOTELY. OTHER TASKS ARE ABLE TO BE COMPLETED REMOTELY.
- BACKUP IS JESSICA ESTABROOK AND KATELYNN THORNTON. PROCEDURE MANUAL IS LOCATED ON THE FINANCE DRIVE IN THE AP FOLDER.

3. PAYROLL

- BONITA FRANCO IS SET UP TO WORK REMOTELY USING A PERSONAL DEVICE AND AN AGENCY EXTRA MONITOR.
- MAJOR TASKS INCLUDE CONDUCTING PAYROLL, PROCESSING STATUS CHANGES, BENEFITS ADMINISTRATION, AND MAINTAINING PAYROLL AND BENEFITS SYSTEMS.
- ALL TASKS ARE ABLE TO BE PERFORMED REMOTELY.
- BACKUP IS JESSICA ESTABROOK. PROCEDURE MANUAL IS LOCATED IN THE PAYROLL OFFICE.

4. FRONT DESK

- ERIN MUTER IS SET UP TO WORK REMOTELY USING AN AGENCY LAPTOP.
- MAJOR TASKS INCLUDE RECRUITMENT FOR HOURLY ROLES, NEW HIRE APPOINTMENTS, MAINTAINING LMS SYSTEM, AND FILING.

- RECRUITMENT AND MAINTAINING THE LMS SYSTEM MAY BE PERFORMED REMOTELY. FILING AND APPOINTMENTS MAY NOT BE.
 - BACKUP IS EMMA REED. PROCEDURE MANUAL IS LOCATED AT THE FRONT DESK.
5. FINANCE DIRECTOR
- NANCY POCOCKE IS SET UP TO WORK REMOTELY USING AGENCY DEVICES INCLUDING A LAPTOP AND PHONE. MAJOR TASKS INCLUDE OVERALL FINANCIAL MANAGEMENT FOR ALL BUDGETS AND OVERSIGHT OF THE FINANCIAL TEAM INCLUDING PAYROLL, ACCOUNTS PAYABLE, THE ACCOUNTANT AND ACCOUNTS RECEIVABLE.
 - ALL TASKS ARE ABLE TO BE PERFORMED REMOTELY WITH THE EXCEPTION OF MAIL, DEPOSITS, RECEIPTS AND CHECK RUN.
 - BACKUPS INCLUDE AMANDA HART AND JESSICA ESTABROOK.
6. PROPERTY MANAGER
- DARLA GREEN IS SET UP TO WORK REMOTELY USING AGENCY DEVICES INCLUDING A LAPTOP, PRINTER, AND PHONE.
 - MAJOR TASKS INCLUDE PROPERTY MANAGEMENT FOR ALL RENTAL PROPERTIES AND AGENCY OFFICES.
 - ALL TASKS ARE ABLE TO BE PERFORMED REMOTELY WITH THE EXCEPTION OF EMERGENCY MAINTENANCE THAT REQUIRE PERSONNEL TO BE ONSITE.
 - BACKUPS INCLUDE KENT RANDALL (989.429.0225), EMMA REED, AND AMANDA HART.
7. ASSISTANT TO THE EXECUTIVE DIRECTOR
- EMMA REED IS SET UP TO WORK REMOTELY USING AN AGENCY LAPTOP AND PERSONAL DEVICES INCLUDING AN EXTRA MONITOR AND SCANNER.
 - MAJOR TASKS INCLUDE HR FUNCTIONS, DEPARTMENT SUPPORT, AGENCY COMPLIANCE, ETC.
 - ALL TASKS ARE ABLE TO BE PERFORMED REMOTELY.
 - BACKUPS INCLUDE AMANDA HART AND JACLYN DEAN.
8. EXECUTIVE DIRECTOR
- AMANDA HART IS SET UP TO WORK REMOTELY USING AGENCY EQUIPMENT.
 - MAJOR TASKS INCLUDE DEPARTMENT SUPPORT, DIRECT COMMUNICATION WITH BOARD OF DIRECTORS, DIRECT SUPERVISION OF MANAGEMENT TEAM AND FOSTER CARE TEAM, AND COMMUNICATION AGENCY FUNDING SOURCES.
 - ALL TASKS ARE ABLE TO BE PERFORMED REMOTELY.
 - BACKUP IS EMMA REED.

RESIDENTIAL

When excessive staffing shortages are anticipated or occur that create a crisis, the Residential Director should do the following:

1. Notify the Executive Director and HR of the immediate need for staff to cover shifts at whatever group home or IHH program as it is at a crisis level.
2. The Director of Residential Services should understand the staffing needs for the group home or IHH program and what the minimum number of staff that is needed per shift to provide safety for consumers and staff to carry out essential functions and care.

3. The Director of Residential Services will explore options such as pulling staff from other homes, looking at potential new hires and re-routing what home they may be going to and approving double shifts and over time if needed.
4. Staffing schedules should be reviewed to see if there can be a change that will help at the immediate moment. An example might be to rearrange staffing schedules to 12 hours to get through the immediate need or staff switching their shift to midnights or another shift from their regular shift to help out. The staffing schedule should be reviewed with all staff by the Program Director to see who may be able to pick up any extra shifts to help get through the crisis.
5. If all avenues have been explored and it is determined that one staff may be able to work on a shift, then the CMH Case Manager and Contract person must be notified to discuss the situation to make sure all parties are in agreement. Please put everything in writing through an email or other means as verification that this was discussed and all parties are aware and in agreement. Please make sure to review PCP's and Fire Evacuation scores/plans when determining this.
6. If the staffing crisis is due to COVID 19 exposure or quarantine, please refer to the agency COVID plan.
7. Reference the Shared Staffing, COVID-19 Shut Down Procedure or Plan for staffing Crisis in the Group Homes and IHH protocols for Residential and IHH as needed.

COVID-19 Shut Down Procedure:

Each DRS is equipped with the technology necessary to work remotely from home. This includes lap top and remote access to files on desktop computer at the office.

When it is necessary to enter the office, Residential has devised a schedule to ensure that only one staff is in the office at a time or if more than one DRS in the office together will utilize separate offices. Included in these office spaces is Mallory Emmons.

Sherry Kidd, will call in advance to schedule a day and time and upon availability.

COVID-19 screenings will be completed prior to entry into the 107 building. Residential meetings will be held via Teams to keep each other updated and informed on what is happening.

Residential will hold meetings via Teams with each group home at least weekly to keep updated and will provide support via phone as often as needed by the homes.

If one of the DRS's tests positive the other 2 DRS's in the Mt. Pleasant area will meet via Teams to decide where support is needed for each group home/IHH consumer and be able to follow up with any tasks/daily communication is needed. In the event that Sherry (North) were to test positive, her back up would be Jo Crossett who is a Senior Program Director in the North. She has access to each homes Program Director and Assistant to monitor consumers and staff needs or issues that arise. She has contact resources available to her via Listening Ear, NCCMH and the local Health Department. She will report to Emma Reed all information needed to maintain a functional environment for consumers and staff. All IHH and Residential paper work and or supplies will be delivered and dropped off outside the residence if the garage is not accessible.

Plan for staffing Crisis in the Group Homes and IHH

The DRS's will work together when shortages come up to help the homes merge together as needed to assure adequate staffing is available. If a consumer is quarantined at a home to their room, please avoid moving extra people to that home. Kent and Ben will be available to help move people if needed. Some MMI staff may be able to help in the Central area.

Ionia area:

They can work with two staff per shift. They can get together for meals (if none of the consumers are sick) to ensure there is adequate supervision.

Water Street:

- DK can go to Prairie Creek. JS will go home with family.

Portland:

- BM will go home with family
- Ann F will help with TF and LS

Isabella County:

- We will merge homes together on whoever may be struggling and split people up as needed. Briarwood and Lynnwood have more space. (Manors, Mt. Pleasant, Isabella, Broadway, Adams). 211 space may be utilized also, but want to merge into group homes first so they can be comfortable. Broadway may be able to work with (1) staff at times.
- Shepherd and Mt. Pleasant can merge together if needed. IHH (Central area):
- CK will go to Lyons
- NM will go to Lyons
- DR will go to Clare Home, Patrick will go to his Mom's or Parkview
- JH will go to a group home in Clare County
- KC will go to a group home
- MF will go to a group home
- CM-sister will come and stay with her

Clare County:

- Parkview Home has bedroom with one opening and front area where we can put extra people. The homes will merge people together if needed to share staff. IHH consumers plan listed under the IHH list.

North Area:

- Will need to merge homes together if needed. The 2-IHH individuals will move to a group Home. Kresnak can be used if needed.

*Licensing will need to be contacted immediately if relocating a consumer to another home due to staff shortages. Licensing typically will only allow up to 2-3 days in extreme situations for a visit. DRS should be working on an extended plan with Licensing if going to last longer.

FOSTER CARE

A. Lockdown Procedure:

- Each staff member is equipped with the technology necessary to work from home. This includes, lap tops, secondary monitors and printers.
- When it is necessary to enter the office, Foster Care has devised a schedule to ensure that only one staff is in the office at a time. This schedule is as follows:
- The team rotates days they need to be in the off so they are staggered and limit direct contact with each other on a daily basis.
- COVID-19 Screenings will be completed prior to entry into the building.

- Foster Home in-person visits will be suspended and Video Conferencing will be used during the lockdown.
- All department meetings will be held via Microsoft TEAMS
- Foster Care Team will meet weekly, via telephone conference or TEAMS meeting to keep each other informed and provide support.

B. In the event that a foster care worker in the department becomes ill, the process is as follows:

- Workers are cross trained to help cover each other's cases temporarily as needed.
- Carol Banks is responsible for Foster Parent Training and Case Management. Kaylee Beltink is familiar with the training needs and can step in to cover.
- Kaylee Beltink is responsible for Trained Staff training. Carol Banks is familiar with the training needs and can step in to cover.
- In the event that a worker comes in contact with a COVID-19 positive or probable case they are to notify their Supervisor and the Health Department and follow all recommendations.

CRISIS SERVICES

A. A mandated shut-down occurs

1. RHYP, TLP, and CSATP staff will begin working remotely as they did in the past.
 - Contacts will be done with youth via telecommunications when possible.
 - Any situation requiring face-to-face contact will be done outside, or within one of the satellite offices that Listening Ear has access to along with 107 or 211 as needed and everyone passes the health screen. Any of these contacts will require staff and consumers to wear PPE, utilize disinfectant measures, use health screenings, and distance as much as possible.
2. Crisis Center staff will continue to work out of the office, with less overall staff within the office.
 - Only 1 staff will be allowed in each room at a time.
 - Staff will be required to wear protective covering over face at all times.
 - Stringent cleaning/disinfecting procedures will continue to be completed multiple times daily.

B. Staff are exposed to COVID-19

- Health Department will be contacted for guidance
- Staff in RHYP, TLP, CSATP, and Crisis Center will all be required to self-isolate for 10 days, or until a negative test result returns showing that staff is not infected and follow CDC guidelines.
- If staff are showing any symptoms of infection, Health Department will give current guidance on requirements to return to work.
- LOA will be completed and sent to HR Director

C. Staff are unable to work

- Remaining Crisis Center staff will be asked to pick up any shifts that are unable to be worked by staff that is out.

- Multiple staff are cross-trained and able to back-up the Crisis Center in case of staff shortage including: Crisis Center Director and CSATP counselor.
- If RHYP or TLP staff are out, staff from other program will continue to connect with consumers. CSATP counselor and intern are trained and able to provide assistance. If CSATP counselor is out, alternative communication will be explored along with utilizing the second counselor and contractor if possible.