**Listening ear covid-19 preparedness and response plan**

In accordance with executive order 2020-114 listening ear institutes this covid-19 preparedness and response 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](mailto:ereed@listeningear.com).

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1. Personal protective equipment (ppe)

A. Face masks, gowns, goggles or face shields and gloves:

* Employees will be required to wear a face mask when working in the group home, in shared spaces in the office such as conference rooms, training areas, when going to an enclosed public building, or when unable to social distance (6 feet) from another person (even outside).
* Employees will be required to wear disposable masks underneath a cloth mask in the group home when there is suspected illness while working or when returning to work after an illness until all symptoms are completely resolved or at baseline.
* Employees will be required to wear n95 or kn95 underneath a cloth mask in the group home if a consumer has tested positive for covid-19 along with gowns, goggles or face shields, and gloves.
* All consumers will be required to wear a facemask when going to an enclosed public building or when or when unable to social distance (6 feet) from another person (even outside).
* Visitors (per the definition in the executive order 2020-108 for group homes and essential visitors for the office) must wear a mask while on site.

B. Hand sanitizer, hand soap, and gloves

* Hand sanitizers, hand soap, and gloves are available at each group home, training areas and office location.
* Staff conducting business/appointments outside of the office or group home will be provided hand sanitizer, gloves, disposable masks, and alcohol wipes for their vehicle.

C. Thermometers

* Thermometers will be provided at each group home and main office setting (107, 211 and 209) for daily screening of staff, consumers, and visitors.

D. Personal protective equipment (ppe) counts

* Ppe is counted daily in all group homes, that data is then e-mailed weekly to the residential department to be entered into an approved spreadsheet weekly to track inventory, usage and ppe added. All listening ear management offices track ppe that is stored and/or used at the offices.  This information is then readily available for state audit if necessary.

1. Prevention efforts and workplace controls

A. Social distancing

Critical infrastructure workers performing necessary work are directed to report on-site.  For such workers, listening ear abides by the recommended social distancing and other safety measures and establishes the following:

* Large gatherings, committee meetings, and board meetings are minimized whenever possible; large meetings without the ability to comply with social distancing are postponed, cancelled or held remotely;
* All community meetings will be attended and/or held remotely.
* Cpr/fa classes are limited to 6 in each class, dcw training is limited to 10 including instructors.
* Staff meetings in the group homes are held outside or in an area that comply with social distancing.
* Employee are encouraged to maintain physical distance (6 feet) even when on break, as well as before and after working hours;
* Employee and visitors are encouraged to observe posted signs, ground markings, and physical barriers as appropriate to the worksite;
* Employee are required to maintain physical distance (6 feet) when reporting to work, clocking in, leaving work, and clocking out;
* Employee work stations are no fewer than (6 feet) apart when possible depending on the worksite;
* Listening ear may utilize flexible work hours, wherever possible, to limit the number of employees utilizing the designated entrances and simultaneously working on-site;
* Employee interactions with the general public are modified to allow for additional physical space (6 feet) between parties;
* Offices will be closed to the public until further notice unless an appointment is established in advance;
* Non-essential travel is postponed or cancelled.

B. Signage

* Entrance: signs will be posted at each entrance for social distancing guidelines, face mask requirements, screening requirements, and visitor requirements.
* Restrooms: signs will be posted for proper hand washing.
* Additional signs promoting social distancing, covid-19 symptoms, etc. Will be posted as needed.

C. Cleaning procedures

In addition, listening ear is instituting the following cleanliness measures:

* Where possible, increasing ventilation rates and circulation throughout work sites (filters are replaced monthly).
* Performing daily environmental cleaning and disinfection, especially of common areas, shared items, and high-touch surfaces which is documented as needed.
* Providing hand sanitizer in high-traffic areas, group homes, work stations in the main office (107, 211, and 209), and to staff that conduct business/appointments outside of the office or group home.
* Providing cleaning supplies at each group home and office for disinfecting the worksite.

D. Employees are expected to minimize covid-19 exposure by:

* Cleaning their work station at the beginning and end of each shift which is documented as needed.
* Disinfecting agency and personal vehicles after each use.
* Using ppe and hand sanitizer on public transportation.
* Avoiding, when possible, the use of other employee’s phones, desks, offices, or other work tools and equipment.
* Frequently washing their hands with soap and water for at least 20 seconds.
* Utilizing hand sanitizer when soap and water are unavailable.
* Avoiding touching their face with unwashed hands.
* Avoiding handshakes or other physical contact as appropriate.
* Avoiding close contact with others that are sick.
* Covering sneezes and coughs with arms or tissue.
* Immediately reporting unsafe or unsanitary conditions on listening ear’s premises to emma reed.
* Staying home when feeling sick.
* Seeking medical attention and/or following medical advice if experiencing covid-19 symptoms.
* Complying with self-isolation or quarantine orders.

1. Identification and isolation of sick and/or exposed employees

Risk and exposure determinations are made without regard to employees’ protected characteristics, as defined by local, state, and federal law.

Any health-related information and documentation gathered from employees is maintained confidentially and in compliance with state and federal law.  Specifically, medical documentation is stored separate from employees’ personnel documentation.

A. Employee and visitor self-monitoring

The following employees should notify their supervisor and not report to work. Upon notification, the employee will be removed from the regular work schedule.  The drs will be notified and will contact the health department during business hours for further instructions.  Follow the cdc guidelines until the health department can be reached.

* Employees who have covid-19 symptoms (i.e. Fever, cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems, including nausea, diarrhea, and vomiting, whether or not accompanied by a formal covid-19 diagnosis).
* Employees who, in the last 14 days, have had close contact with and/or live with any person having a confirmed covid-19 diagnosis.

Such employees may only resume in-person work upon meeting cdc return-to-work requirements.

B. Daily screenings

To prevent the spread of covid-19 and reduce the potential risk of exposure, listening ear screens employees and all visitors entering a group home or the office on a daily basis. Employees and visitors must pass the screen and not have a fever of 100 or greater.

Employees are required to use a thermometer and record their temperature on the screening tool, then asked the following questions before entering the worksite:

1. Have you or anyone in your household had a fever of 100 or greater or feel like you have a fever?  Y or n
2. Have you or anyone in your household travelled internationally or been on a cruise in the last 14 days?  Y or n

 If yes, where?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you or anyone in your household travelled to an area in the united states with a high number of coronavirus cases or been on an airplane within the past 14 days? (domestic travel)  y or n

If yes, where?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Is there any reason you or anyone in your household have been instructed to self-quarantine or isolate?              Y or n

If yes, why?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Have you or anyone in your household had contact with any persons under investigation for covid-19?        Y or n
2. Do you or anyone in your household have any symptoms of a respiratory infection, cough, sore throat, fever, shortness of breath?   Y or n

* A new screen is completed for each shift. Afc employees complete a temperature screen twice during each shift.

C. Employee becomes sick at work

Employees who display symptoms consistent with covid-19 must immediately notify their supervisor and be removed from the worksite. An employee may be sent home if develop covid-19 symptoms while at work or display a fever. While waiting to be sent home, the employee is separated from other employees, consumers, and visitors. The department director must be notified. The employee’s work station is disinfected after waiting 24 hours. If waiting 24 hours is not feasible, wait as long as possible.

D. Supplemental measures upon notification of employee’s covid-19 diagnosis and/or symptoms/designated supervisor

An employee with a covid-19 diagnosis or who displays symptoms consistent with covid-19 must be immediately removed from the worksite.

In accordance with executive order 2020-114, a designated worksite supervisor will implement, monitor, and report on the covid-19 control strategies. The designated supervisor will be the home supervisor and/or management team member during business hours and a designated employee (med passer in the group homes, shift leader in the crisis center) who notifies the on-call supervisor after-hours of any concerns related to the covid-19 control strategies.

In response to a confirmed diagnosis or display of covid-19 symptoms, listening ear will:

* Informs the local health department of confirmed case of covid-19 immediately (emma).
* Informs all employees, visitors, suppliers, and contractors with and near whom the diagnosed/symptomatic employee worked of a potential exposure within 24 hours (emma).
* Keeps confidential the identity of the diagnosed/symptomatic employee (emma).
* Close off any areas used for prolonged periods of time by the sick employee.
* Wait 24 hours before cleaning and disinfecting. If 24 hours is not feasible, wait as long as possible.
* Opens outside doors and windows to increase air circulation
* Conduct deep cleaning of the diagnosed/symptomatic employee’s workstation, as well as those common areas and all high touched surfaces or shared equipment potentially infected by the employee. Dirty surfaces will be cleaned with soap and water before disinfecting them. Ppe will be used to clean and disinfect.

All employees who worked in sustained, close proximity to the diagnosed/symptomatic employee are also removed from the worksite per the local health department and/or cdc guidelines; however, should these exposed employees later develop covid-19 symptoms and/or receive a confirmed diagnosis, they may not report on-site until all return-to-work requirements are met, defined below.

E. Return-to-work requirements

Employees who were themselves diagnosed with covid-19 may only return to work upon confirmation of the cessation of symptoms and contagiousness, proof of which may be acquired via the test-based strategy or the non-test-based strategy.

The test-based strategy is preferred but relies upon the availability of testing supplies and laboratory capacity.  Under this strategy, employees may discontinue isolation and return to work upon achieving the following conditions:

* Resolution of fever without the use of fever-reducing medications; and
* Improvement in respiratory symptoms (e.g., cough, shortness of breath); and
* Negative results of an fda emergency use authorized molecular assay for covid-19 from at least two consecutive respiratory specimens collected 24 hours apart (total of two negative specimens).

Under the non-test-based strategy, employees may discontinue isolation and return to work upon achieving the following conditions:

* At least 24 hours have passed since recovery defined as resolution of fever without the use of fever-reducing medications; and
* Improvement in respiratory symptoms (e.g., cough, shortness of breath); and
* At least 10 days have passed since symptoms first appeared.
* Contact with family physician and follow instructions as advised.

If staff are cleared to work but continue to show signs of cough, staff may return to work but must wear a double facemask or a n95 mask when working until all symptoms are resolved or at a baseline.

Employees who came into close contact with, or live with, an individual with a confirmed diagnosis or symptoms may return to work after either 14 days have passed since the last close contact with the diagnosed/symptomatic individual, or the diagnosed/symptomatic individual receives a negative covid-19 test.

Employees are typically required to submit a release to return to work from a healthcare provider; given the current stressors on the healthcare system, company may accept written statements from employees confirming all the factors supporting their release.

F. Worker exposure classification

Employees’ “worker exposure” may be classified as low, medium, high, or very high per the occupational safety and health administration’s guidance and varies by position and job responsibilities.

Listening ear provides the following controls in addition to the above-summarized prevention efforts: offering appropriate personal protective equipment including masks, safety goggles, face shields, gloves, gowns, and hand sanitizer and complying with all infectious-disease requirements for healthcare and office facilities.

1. Workplace flexibilities and potential benefits for employees affected by covid-19

Employees may be eligible for paid and unpaid leaves of absence. Employees may be permitted to utilize available paid-time off provided under listening ear policy concurrently with or to supplement any approved leave.

A. Leave of absence

Employees that require a paid or unpaid leave of absence for covid-19 related reasons must follow the proper process to submit their request.

1. Employees must document their request with a written statement that includes the first date of their leave, anticipated end date (if available), reasoning for the leave, and must be signed by the employee or emailed from the employee;
2. Employee must complete the agency’s leave of absence form, which can be found at each worksite; and
3. Physician’s statement or supporting documents must also be included, if available.

Once the documentation is complete, the employee must submit their documents to their supervisor. The supervisor will then notify their director. The director will then submit the documentation to the assistant to the executive director for appropriate processing and approval/denial. Submission of a request does not guarantee an approval or job protections. It is the responsibility of the employee to keep the employer notified of any updates or changes throughout their leave of absence.

B. FFCRA – (excludes residential program and subsequent staff)

Some employees may qualify for two different types of paid leave under the families first coronavirus response act (“ffcra”).

Under the emergency paid sick leave act (“epsla”), employees may seek up to two weeks (i.e., 10 business days) of paid leave for the following reasons:

1. Subject to a federal, state, or local quarantine or isolation order related to covid-19;
2. Advised to self-quarantine due to concerns related to covid-19;
3. Experiencing symptoms of covid-19 and seeking a medical diagnosis;
4. Caring for an individual subject to a quarantine or isolation order or advised to self-quarantine due to concerns related to covid-19;
5. Caring for a son or daughter whose school or childcare provider is closed or unavailable due to covid-19 precautions; and
6. Experiencing any other substantially similar condition specified by the secretary of health and human services, in consultation with the secretary of the treasury and the secretary of labor.  (please note, the secretary of health and human services has not defined conditions which trigger this subpart under the epsla.)

For full-time employees, two weeks of leave equates to 80 hours; for part-time employees, two weeks of leave equates to a number of hours equivalent to the number of hours usually worked in a two-week period.

Paid leave for reasons 1, 2, and 3, above, is paid at the employee’s regular rate of pay, capped at $511/day.  Paid leave for reasons 4, 5, and 6, above, is paid at a rate equivalent to two-thirds of an employee’s regular rate of pay or minimum wage, whichever is greater, capped at $200/day.

Under the emergency family and medical leave expansion act, employees may seek up to twelve weeks of leave to care for a son or daughter whose school or childcare provider is closed or unavailable due to covid-19 precautions.  The first two weeks of leave, which run concurrently with the epsla leave, may be unpaid; the remaining ten weeks of leave are paid at a rate equivalent to two-thirds of an employee’s regular rate of pay or minimum wage, whichever is greater, capped at $200/day.

C. Executive order 2020-36

Employees who require leave beyond the epsla because of their own covid-19 diagnosis/symptoms, or because they have had close contact or live with an individual with acovid-19 diagnosis/symptoms, may be eligible for unpaid leave under executive order 2020-36 until permitted thereunder to return to work.

D. Unemployment compensation benefits

Under executive order 2020-57, and the federal cares act, unemployment compensation benefits are expanded in terms of eligibility, amount, and duration.

Employees who are unable to report to work for reasons related to covid-19 are referred to human resources for information on unemployment compensation benefits.  Such reasons include the following:

* Being under self-isolation or self-quarantine in response to elevated risk from covid-19 due to being immunocompromised;
* Displaying at least one of the principal symptoms of covid-19 (i.e., fever, atypical cough, atypical shortness of breath);
* Having close contact in the last 14 days with a confirmed covid-19 diagnosis;
* For some eligible staff; contact for the purposes of healthcare exposures is defined as: a) being within approximately 6 feet of a person with covid-19 for a prolonged period of time without appropriate ppe; or b) having unprotected direct contact with infectious secretions or excretions of a patient;
* Needing to care for someone with a confirmed covid-19 diagnosis; and
* Fulfilling a family care responsibility as a result of a government directive (e.g., caring for a child whose school or childcare provider is closed or otherwise unavailable due to covid-19).

E. FMLA and ADA

Employees may be entitled to unpaid leave under the family and medical leave act (“fmla”) if their absence is related to their own serious health condition or that of a family member.  Covid-19 may constitute a serious health condition where “complications arise.”

Listening ear is also mindful of its obligations under the americans with disabilities act (“ada”).  Specifically, if an employee requests an accommodation because of a condition that may be complicated by covid-19 (e.g., cystic fibrosis, emphysema, copd), then listening ear engages in the interactive process to provide a reasonable accommodation.  This may mean allowing the employee to work remotely (if reasonable) or work an alternative schedule.

1. Residential specific procedures

A. Quarantined/isolated consumer

A consumer is quarantined/isolated to a designated area, such as a bedroom, for possible exposure, signs or symptoms of illness as listed on a screening tool, is awaiting results of a covid-19 test, has a confirmed covid-19 test, or is ordered to do so by a physician and must be prepared;

* Private area with a door must be identified that can be utilized for consumer under quarantine/isolation that ensures other household members do not come in contact with the individual. If consumers are required to be removed from the space, the home must notify the relocated consumer’s guardian. Hipaa rights are to be protected at all times;
* Outside of the quarantined space must have a space for required ppe, cleaning supplies, medical supplies, bedding, and a trash can with a lid; and
* Signs are to be hung with a reminder for staff to wash hands and utilize appropriate ppe;
* Whenever possible, use of a separate bathroom is recommended, however toileting chairs may be used in the quarantined space.

Throughout the quarantine/isolation, the following steps and precautions must be taken;

* Room must be cleaned and disinfected daily;
* To limit exposure, only one staff per shift may provide care to the effected individual;
* Limit movement throughout the home when possible;
* Offer the effected individual a mask when contact is made and encourage all consumers to use masks whenever the effected individual leaves the quarantined space;
* Avoid sharing household items, such as plates, cups, and utensils with effected person;
* Do not cross contaminate laundry. Laundry and bedding removed from the quarantined space must be placed in trash bags and washed thoroughly; and
* Staff should avoid touching their eyes, nose, and mouth and must wash their hands immediately after any contact.

Ppe and appropriate disposal procedures;

* Due to shortages of supplies, staff are encouraged to use one mask per shift unless the item becomes soiled. If the mask is removed at any point during a shift, staff must fold the mask in half with the contaminated area on the outside, place it in a paper bag with the staff’s name written on it, and place the bag in an appropriate location. The mask should be inspected for damage such as rips, tear, wet, deformed, or soiled before it can be reused. If the mask is damaged in anyway, the staff must replace it;
* If staff are utilizing a cotton mask, the mask must be washed daily with laundry soap and dried on high;
* After completing their shift, staff should dispose of their ppe outside the home in a trash can. Hand sanitizer should be used to disinfect and reentry to the home without proper protection is prohibited;

All employees are required to follow the cdc, cmh, and health department guidelines.

B. Consumers returning home from work/gti/mmi/visit/community

Staff should encourage consumers to follow the executive orders of social distancing, wearing a mask and using hand sanitizer until they can wash their hands with soap and water, while on outings.  If the consumer is unable to, or chooses not to follow the executive orders, then the activity/outing should be rescheduled. Guardian consent must be obtained initially in writing when returning to back to work.

Staff and family/guardian will be screened and temperatures will be taken when they come pick up the consumer, and they will wear a face mask.

When staff and or consumers arrive home from work, outing, home visit etc. They should enter through the garage if possible.  If not, staff should assist consumers inside the entry way before going into the home.

Upon returning home, do the following:

* Remove shoes unless they have been in a wheelchair with foot rest all day
* Leave lunch pail in the garage if they went to work
* Have consumers wash their hands or use hand sanitizer
* Take temperature (no higher than 100 degrees) and complete screening on staff, consumer and family/guardian.
* Wash hands with soap and water after completing the screens

If a consumer went to work, staff are to empty the lunch pails and clean inside and out with soap and water, or put in washer depending on the type of lunch pail. Then wash hands.

Put masks in the washer

Lysol shoes and leave to dry

Change clothes and place all clothes in the washer immediately

Sanitize the van after returning home

Wash hands after handling items.

\*\*\*staff and consumer will follow the executive orders by social distancing, wearing a mask and using hand sanitizer, at all times when out in public.

C. Parent/guardian visits in the group homes

Executive order no. 2020-136

* 1. All health care facilities, residential care facilities, must prohibit from entering their facilities any visitors that:  are not necessary for the provision of medical care, the support of activities of daily living, or the exercise of power of attorney or court-appointed guardianship for an individual under the facility’s care; are not a parent, foster parent, prospective adoptive parent, or guardian of an individual who is 21 years of age or under and who is under the care of the facility; are not visiting an individual under the facility’s care that is in serious or critical condition or in hospice care; and are not visiting under exigent circumstances or for the purpose of performing official government functions.
  2. All health care facilities, residential care facilities must perform a health evaluation of all individuals that are not under the care of the facility each time the individual seeks to enter the facility, and must deny to those individuals who do not meet the evaluation criteria.  The evaluation’s criteria must include, at a minimum, symptoms of a respiratory infection, such as a fever, cough or shortness of breath; contact in the last 14 days with someone with a confirmed diagnosis of covid-19; and other criteria specified by the director of dhhs.
  3. Any staff member or visitor of a residential care facility must wear a covering over his or nose and mouth when indoors or within six feet or another person.
  4. While the restrictions of this order are in place, all health care facilities, residential care facilities must make best efforts to facilitate visitations with individuals under their care by phone or other electronic communication platforms to the fullest extent possible, consistent with normal visitation policies.
  5. For the purpose of this order, “residential care facilities” include, but is not limited to, homes for the aged, nursing homes, adult foster care homes, hospice facilities, substance abuse disorder residential facilities, independent living facilities, and assisted living facilities.

D. Residential drs visiting the group homes and ihh

It is essential that the drs visit the group homes and ihh to check on quality assurance and for the health and wellbeing of the consumers.

The drs will comply with the covid plan when visiting the group home and ihh.

E. Designated supervisors in group homes

When the program director and/or assistant program director is not in the home the medication passer will act as the designee and follow the correct covid procedures.

All group home employees can call the listening ear on-call when necessary with any concerns or questions with these procedures.

F. Weekend recreation

All events are cancelled until the executive order is changed to allow gatherings for licensed settings.

* 1. Foster care specific procedures
     1. Parenting time

Supervised

* Two youth ages 13 and 12.
* Parenting time will resume weekly outdoors:
  1. At the foster parent residence.
* The yard provides enough square footage for appropriate social distancing.
* Masks will be used when unable to social distance at 6 feet.
* One common bathroom which is disinfected after each use.
* Adequate outdoor activities for the family to participate in bonding.
* Snacks provided by the foster family. Participants will be asked to wash their hands before eating.
  1. Two local parks.
* Both provide pavilions for shelter.
* Public restrooms are provided.
* Masks will be used when unable to social distance at 6 feet.
* Hard touched surfaces will be disinfected before use with cleaning supplies provided by foster parent and/or case manager.
* Hand sanitizer will be used as needed.
* Family brings lunch and snacks via drive thru restaurants.
* Hand sanitizer is provided to all participants by the foster family and/or case manager. Participants will be asked to wash their hands or use hand sanitizer before eating.
* Parenting time will continue to be conducted via video conference with the mother while she resides in a long-term nursing facility.
* Supervision of visits will be shared between the foster parents and case manager.
* Each participant has to pass a covid-19 screening prior to each direct visit. In the event that the screening is not passed, the visits will be temporarily postponed and video conference will be reinstated.

  Unsupervised

* This agency follows all recommendations and guidelines set forth by each of the referring agencies we are contracted with.
* All visits are encouraged to be conducted outdoors.
* All visits are encouraged to be conducted with the proper ppe; i.e. Facemasks when unable to social distance, use of hand sanitizer or washing hands, etc.
* Each participant has to pass a covid-19 screening prior to each direct visit. In the event that the screening is not passed, the visits will be temporarily postponed and video conference will be reinstated.
* Each foster home is required to complete a covid-19 screening on the foster youth upon return to the home.
  + 1. Visits in the foster home

Prevention

* A plan is in place for protecting residents and trained staff within the foster home.
* All members of the household are screened daily using the standard covid assessment.
* Staff or visitors will not be allowed to enter the premises for the following reasons and will need a medical clearance by their health care provider if they are displaying signs of illness related to covid-19:
* Fever of 100.4 or greater
* Respiratory infection
* Cough
* Shortness of breath or breathing difficulties
* International travel/cruise within the past 14 days
* Exposure to someone who is quarantined due to covid-19
* Travel within the united states with a high number of covid-19 cases
* Per the national, state, and local level governance social distancing has been enforced in the home.
* Daily cleaning and disinfecting have been enforced in the home on regularly touched surfaces.
* This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
* Use of detergent or soap and water prior to disinfection is utilized.
* Proper hand washing is enforced.
* Washing hands often with soap and water for at least 20 seconds especially after a resident or trained staff have been in a public place, or after blowing the nose, coughing, or sneezing.
* If soap and water are not readily available, hand sanitizer that contains at least 60% alcohol is available within the home.
* Residents are encouraged to avoid touching their eyes, nose, and mouth with unwashed hands.
* Residents are encouraged to cover coughs with their elbow.

Response

* In the event a resident comes in contact with someone suspected to be covid-19 positive this will be communicated with the listening ear case manager and an incident report will be completed within 24 hours.  The person[s] responsible for this action is designated in each cfc home disaster plan.
* In the event that a resident comes in contact with someone suspected to be covid-19 positive or becomes ill the parent or guardian of the foster youth will be notified and offered to have the youth returned to their custody.
* Assessment for signs and symptoms (e.g., cough, fever, sore throat) will be conducted daily and the results will be documented.  This assessment will be turned in to the listening ear case manager with monthly paperwork.  In the event that a resident presents with symptoms the assessment will be provided to the case manager within 24 hours.
* Each cfc home has criteria and protocol for limiting symptomatic and exposed residents to their rooms. (individualized plans can be found in foster care licensing files).  General care:
* An area will be set up outside the infected individual's bedroom for ppe equipment which includes gloves, goggles, gowns and masks.
* Contaminated ppe items will be discarded in a trash can placed outside of the home and the individual providing care will wash hands immediately and reusable ppe items will be disinfected with bleach solution.
* Communal dining will be prohibited.  Meal preparation, medication passing and caretaking of the infected individual will be conducted by the same foster parent, trained staff or other identified caretaker.
* Bathroom protocol are individualized.
* (individualized plans can be found in foster care licensing files).
* In the event that any resident in the home is exposed or becomes ill, extended family members will be utilized to bring groceries and other necessities to the home to drop off at the door.
* In the event that any resident in the home is exposed or becomes ill this home will notify the local health department and follow all medical recommendations.
  1. Children’s services specific procedures
     1. Direct case management/ counseling services

 Meeting with clients – outside of office

* This is the preferred and primary option for meeting with clients, and will be done if possible.
* Prior to in-person contacts, each client must pass the covid-19 health screening. In-person visits will be held outside if possible.
* Masks/face coverings will be worn by both staff and clients during all in-person meetings; masks will be provided to clients to wear if necessary.
* 6 feet of distance will be kept between caseworker and client/client families at all times.
* When inside with clients the following social distancing protocols will be implemented:
* Windows will be open in the home if possible.
* Caseworkers will avoid touching surfaces as much as possible.
* Staff will disinfect high touch areas before and after each in person meeting.

Meeting with clients – at office

* In-person visits will be primarily done outside and at client's home. Meeting with client in the office will only happen when necessary for client's safety.
* There is a designated office in each county to meet with clients safely, where there are no other staff or consumers present limiting exposure as much as possible
* The 211-conference room will be utilized for meeting with clients in the mt. Pleasant area.
* The clare office will be utilized for meeting with clients in the clare area.
* The gladwin office will be utilized for meeting with clients in the gladwin area.
* Prior to in-person contacts, each client must pass the covid-19 health screening.
* Masks/face coverings will be worn by both staff and clients during all in-person meetings; masks will be provided to clients to wear if necessary.
* 6 feet of distance will be kept between caseworker and client/client families at all times.
* When inside with clients the following social distancing protocols will be implemented:
* Clients will be encouraged to avoid touching surfaces as much as possible.
* Staff will disinfect high touch areas before and after each in person meeting.
* Windows will be open when possible to increase air flow.
  + 1. Group activities
* Groups will be held outside when possible and will follow safe, social distancing guidelines.
* Groups may be held inside the 211 conference room as long as there are 10 or fewer individuals present, including both staff and clients.
* Parent/guardian consent must be obtained for all participants in each group activity.
* All participants will be screened prior to the group setting.
* If a client does not pass the screening, they will not be allowed to participate in groups.
* Hand sanitizer with will be provided to all participants and staff attending.
* Food that is served will be carefully considered and handled safely to eliminate any exposure to infection.
  + 1. Transporting clients
* In the event that a caseworker must transport a youth, the following precautions should be followed:
* All high touch areas of the vehicle (i.e. Inside and outside door handles, seat buckles, lock buttons, etc.) Should be disinfected both before and after transporting.
* Masks should be worn inside the vehicle unless deemed inappropriate for the youth.
* All individuals will thoroughly wash/sanitize their hands prior to entering the vehicle.
* Hand sanitizer will be available for all individuals being transported.
* All individuals should be advised to change and wash clothes upon return home.
* All individuals will pass the covid-19 health screening:
* In the event that a youth must be transported and does not pass the covid-19 screening, appropriate ppe will be utilized for transportation including masks, gloves, and gowns.
* The local health department will also be contacted for further instructions.
  1. Office specific procedures

A. Hiring practices

Listening ear acknowledges the need for continued hiring as our consumers depend on constant staffing. Several measures have been put in place to ensure hiring is done in a safe manner;

* Applicants will be contacted via phone and a screen will be conducted to determine eligibility for employment. If the candidate passes, their information will be passed on to a qualified interviewer and they will be scheduled for an interview within 2 business days whenever able. If the individual conducting the screen is qualified to proceed with the phone interview, that may be done immediately following the phone screen.
* Once a phone interview is completed, candidates are scheduled for an onsite prehire appointment. They are asked the questions on the screen to ensure they are not symptomatic and are able to pass our covid screening tool.

Central area:

* Prehires will be conducted at the 107 office. Candidates will complete the screening tool upon arrival, then begin their paperwork. All candidates will remain in the lobby behind the glass barrier and exchange of paperwork will be done under the barrier. Upon completion of the prehire appointment, the area the candidate came in contact with will be sanitized. Appropriate social distancing practices will be utilized at all times.
* Hire appointments will be conducted at the 107 office. Candidates will complete the screening tool upon arrival, then begin their paperwork. Once their required paperwork is completed, the candidate will be brought into the office and set up in an enclosed office by themselves to complete the required recipient rights training. Upon completion of the hire appointment, the area the candidate came in contact with will be sanitized. Appropriate social distancing practices will be utilized at all times.

North and south areas:

* Prehires and hires will be conducted in the homes (kresnak and prairie creek). Candidates will complete the screening tool upon arrival, then enter the home through a separate entrance and begin their paperwork. All candidates and staff will remain separated by a plexiglass barrier and exchange of paperwork will be done under the barrier. Upon completion of the prehire appointment, the area the candidate came in contact with will be sanitized. Appropriate social distancing practices will be utilized at all times.

B. Consumer based microenterprises

It is the agency’s priority to keep consumers and staff safe during this time. While there is an unreasonable risk of covid, microenterprises and consumers in the office will not be allowed. This includes janitorial services provided by consumers as well as office services and support services.

1. Shredding will be the responsibility of the individuals/departments creating the task.
2. Janitorial services will be provided by outside contractors on a biweekly basis until further notice.
3. Recycling will be picked up on an as needed basis in the 107, 211 and the 209 building.  A member of the team will place the recycling outside the door of each building at the pickup time.

9. Property management

Listening ear acknowledges the need to manage vendors to ensure proper property management, suppling staff with the cleaning tools and supplies to maintain personal workstations. In addition, to the collection of tenant documents, rents, bids and invoices in a safe manner;

A. Staff workstations

All common areas in listening ear’s three locations are stocked with cdc approved cleaning materials and the corresponding sds. These items are checked and restocked as needed by the property manager. While fulfilling these duties the property manage will submit a health screen, wear a face covering and maintain social distancing.

B. Vendors

All communication between vendors and staff are to be done electronically, for any circumstances where that is impossible social distancing, face coverings and health screens are required.

1. All existing vendors will submit billing via email or mail and will receive payment via   
mail.

2. All new vendors will submit bids and quotes via email or mail.

3. Circumstances where a vendor needs access to an occupied space, the tenant will be asked to vacate the property to ensure safe social distancing.

C. Tenants

All communication between tenants and staff or vendors is to be done electronically, for any circumstances where that is impossible social distancing, face coverings and health screens are required.

1. Documents such as annual recertification, maintenance requests or complaints are to be mailed or emailed

2. All tenant payments must be mailed, in person payments are not allowed

3. Any circumstances that require vendors or management to enter residence, tenant is asked to vacate, or adhere to social distance requirements.

10. Plan updates and expiration

This plan responds to the covid-19 outbreak.  As this pandemic progresses, listening ear will update this plan and its corresponding processes.

This plan will expire upon conclusion of its need, as determined by listening ear and in accordance with guidance from local, state, and federal health officials.