

LISTENING EAR COVID-19 PREPAREDNESS AND RESPONSE PLAN

IN ACCORDANCE WITH MIOSHA EMERGENCY RULES AND MDHHS EPIDEMIC ORDERS. 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.

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1. PERSONAL PROTECTIVE EQUIPMENT (PPE)

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 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. LISTENING EAR PROVIDES THE REQUIRED PPE NEEDED FOR EMPLOYEES AND VISITORS AS NEEDED.

A. LOWER EXPOSURE RISK

THE OFFICE IS A LOWER EXPOSURE RISK AS THE JOB TASKS AND PROCEDURES DO NOT REQUIRE FREQUENT CONTACT WITH PEOPLE KNOWN TO BE OR SUSPECTED OF BEING COVID-19 POSITIVE NOR FREQUENT CONTACT WITHIN 6 FEET WITH THE GENERAL PUBLIC WHICH INCLUDES:

- EMPLOYEES MEETING WITH VISITORS IN THE OFFICE ON OCCASION THAT PASS A HEALTH/TEMPERATURE SCREEN ARE ABLE TO SOCIAL DISTANCE (6 FEET) FROM ANOTHER PERSON;
- FOSTER CARE WORKERS GOING TO A KNOWN FOSTER HOME FOR A VISIT (WHERE THE HOME PASSES THE PHONE SCREEN) AND ARE ABLE TO SOCIAL DISTANCE (6 FEET); AND
- CPR/FA AND DCW TRAINING IN THE OFFICE WHERE INSTRUCTORS AND EMPLOYEES PASS HEALTH/TEMPERATURE SCREEN AND CAN SOCIAL DISTANCE (6 FEET).

EMPLOYEES AND VISITORS IN THIS CATEGORY WILL BE REQUIRED TO WEAR A FACE MASK WHILE ON SITE IN COMMON AREAS, HALLWAYS, WHEN GOING INTO ENCLOSED PUBLIC BUILDINGS OR WHEN IN SHARED SPACES SUCH AS CONFERENCE ROOMS, TRAINING AREAS, SHARED OFFICES (THIS INCLUDES THE CRISIS CENTER) 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.

B. MEDIUM EXPOSURE RISK

THE GROUP HOMES, IN-HOME HELP (IHH), AND MEETING WITH CONSUMERS/AGENCIES IN THE COMMUNITY ARE A MEDIUM EXPOSURE RISK AS THESE JOB TASKS AND PROCEDURES INCLUDE THOSE THAT REQUIRE FREQUENT OR CLOSE CONTACT (WITHIN 6 FEET) WITH PEOPLE, THE COMMUNITY OR GENERAL PUBLIC WHO MAY BE INFECTED WITH COVID-19 BUT ARE NOT KNOWN OR SUSPECTED COVID-19 PATIENTS WHICH INCLUDES:

- DIRECT CARE WORKERS IN THE GROUP HOMES AND IHH; AND
- FOSTER CARE WORKERS, YOUTH WORKERS, COUNSELORS, TRAINERS AND OFFICE STAFF THAT ARE MEETING WITH THE CONSUMERS OUTSIDE OF THE OFFICE/GROUP HOME, GENERAL PUBLIC, AND/OR IN THE COMMUNITY.

ALL CONSUMERS WILL BE REQUIRED TO WEAR A FACE MASK WHEN GOING TO AN ENCLOSED PUBLIC BUILDING OR WHEN OR WHEN UNABLE TO SOCIAL DISTANCE (6 FEET) FROM ANOTHER PERSON (EVEN OUTSIDE).

VISITORS (PER MDHHS ORDER) WILL BE REQUIRED TO WEAR A FACE MASK WHEN GOING INTO THE GROUP HOMES.

EMPLOYEES IN THIS CATEGORY WILL WEAR A DISPOSABLE MEDICAL GRADE SURGICAL MASK WHEN WORKING IN THE GROUP HOME, IHH, WHEN GOING INTO THE COMMUNITY OR ENCLOSED PUBLIC BUILDING, AND IN SHARED SPACES SUCH AS A VEHICLE OR CONFERENCE ROOMS (EVEN OUTSIDE).

EMPLOYEES WILL BE REQUIRED TO WEAR A FACE SHIELD ALONG WITH SURGICAL MASK IF UNABLE TO MAINTAIN 3 FOOT DISTANCE WITH A CONSUMER, THIS WOULD INCLUDE ALL PERSONAL CARE, FEEDINGS, MEDICATION PASSES, AND TRANSPORTATION.

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.

C. HIGH EXPOSURE RISK

GROUP HOMES AND IHH STAFF THAT SUSPECTED OR KNOWN COVID-19 CASES ARE A HIGH EXPOSURE RISK AS THE JOB TASKS AND PROCEDURES HAVE A HIGHER POTENTIAL FOR EXPOSURE.

EMPLOYEES WILL BE REQUIRED TO WEAR N95 (OR KN95 IF NO N95 IS UNAVAILABLE) UNDERNEATH A DISPOSABLE MEDICAL GRADE SURGICAL MASK IN THE GROUP HOME OR IHH SETTING IF A CONSUMER HAS TESTED POSITIVE FOR COVID-19 OR IS SUSPECTED OF HAVING COVID-19 ALONG WITH GOWNS, GOGGLES OR FACE SHIELDS, AND GLOVES.

ALL CONSUMERS WILL BE REQUIRED TO WEAR A DISPOSABLE MEDICAL GRADE SURGICAL MASK (IF UNABLE TO WEAR A N95 OR K95) WHEN IN COMMON AREAS OR WHEN UNABLE TO SOCIAL DISTANCE (6 FEET) FROM ANOTHER PERSON (EVEN OUTSIDE).

D. HAND SANITIZER, 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.

E. THERMOMETERS

- THERMOMETERS WILL BE PROVIDED AT EACH GROUP HOME AND MAIN OFFICE SETTING (107, 211, 209, CLARE OFFICE, AND MOBILE YOUTH WORKER) FOR DAILY SCREENING OF STAFF, CONSUMERS, AND VISITORS.

F. PERSONAL PROTECTIVE EQUIPMENT (PPE)

1. COUNTS: PPE THAT IS USED IS COUNTED DAILY IN ALL GROUP HOMES AND OFFICES. GROUP HOME DATA IS THEN E-MAILED WEEKLY TO THE BUSINESS SUPPORT ASSISTANT, ERIN MUTER, TO BE ENTERED ONTO AN APPROVED SPREADSHEET WEEKLY TO TRACK INVENTORY, USAGE AND PPE ADDED. OFFICE PPE DATA STORED AND/OR USED IS ENTERED BY THE PROPERTY MANAGER, DARLA GREEN, ONTO THE APPROVED SPREADSHEET WEEKLY TO TRACK INVENTORY, USAGE AND PPE ADDED. THIS INFORMATION IS THEN READILY AVAILABLE FOR STATE AUDIT IF NECESSARY. EACH GROUP HOME WILL HAVE 2-4 WEEKS OF PPE ON SITE.
2. PPE TRAINING: EMPLOYEES SIGN-OFF ON THE QUARANTINE PLAN THAT DESCRIBES HOW TO USE AND REMOVE PPE.
3. PPE RESOURCES: LISTENING EAR PURCHASES PPE FROM AMAZON, PRESTIGE PROMOTIONS (SANDRA.KELLEY@PRESTIGEPROMOTIONSGB.COM OR 810.953.0782) AND LOCAL VENDORS AS NEEDED. PPE IS ALSO REQUESTED FROM LOCAL HEALTH DEPARTMENTS AND/OR EMERGENCY MANAGEMENT RESOURCES AS NEEDED. DONATIONS OF PPE HAVE ALSO BEEN RECEIVED.

2. ENGINEERING CONTROLS

A. HIRING BARRIERS

- IN THE NORTH- HIRING MAY OCCUR IN THE GARAGE OR WITH A BARRIER BETWEEN THE EMPLOYEE AND APPLICANT WHEN NEEDED IN THE HOUSE.
- IN THE CENTRAL AND SOUTH AREAS- HIRING MAY OCCUR WITH THE APPLICANT IN THE LOBBY AND THE EMPLOYEE BEHIND A GLASS WINDOW IN A DIFFERENT ROOM AS NEEDED OR WITH THE APPLICANT IN THE SMALL CONFERENCE ROOM AND THE EMPLOYEE AT THE FRONT DESK AS MUCH AS POSSIBLE.

B. CPR BARRIERS

- ADDITIONAL BREATHING BARRIERS ARE USED WHEN PRACTICING CPR ON THE MANIKINS IN CPR TRAINING.

C. VENTILATION

- FURNACE FILTERS IN THE GROUP HOMES AND OFFICES ARE CHANGED MONTHLY OR MORE FREQUENTLY AS NEEDED
- WHERE POSSIBLE, INCREASING VENTILATION RATES AND CIRCULATION THROUGHOUT WORK SITES).

D. MAIL

- MAIL ADDRESSED TO THE OFFICE HAS BEEN PLACED ON HOLD WITH THE POST OFFICE AND WILL BE PICKED UP DAILY (MONDAY THROUGH FRIDAY) AS NEEDED. OFFICE MAIL WILL BE DROPPED OFF TO THE POST OFFICE DAILY (MONDAY THROUGH FRIDAY) AS NEEDED.

3. ADMINISTRATIVE CONTROLS- 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:

- IN-PERSON MEETINGS (COMMITTEE, MANAGEMENT, STAFF, AND BOARD) 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 WHENEVER POSSIBLE;
- 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;
- ELIGIBLE OFFICE EMPLOYEES ARE ENCOURAGED TO WORK REMOTELY AS MUCH AS POSSIBLE FOR THEIR POSITION/JOB DUTIES;
- EMPLOYEES ARE REQUIRED TO MAINTAIN PHYSICAL DISTANCE (6 FEET) TO THE GREATEST EXTENT POSSIBLE WHILE IN THE WORKPLACE (REPORTING TO WORK, CLOCKING IN, LEAVING WORK, AND CLOCKING OUT);
- EMPLOYEES AND VISITORS ARE ENCOURAGED TO OBSERVE POSTED SIGNS, GROUND MARKINGS, AND PHYSICAL BARRIERS AS APPROPRIATE TO THE WORKSITE;
- EMPLOYEE WORK STATIONS ARE NO FEWER THAN (6 FEET) APART WHEN POSSIBLE DEPENDING ON THE WORKSITE;
- NON-MEDICAL GRADE FACE MASKS ARE PROVIDED TO EMPLOYEES;
- FACE MASKS ARE REQUIRED IN SHARED SPACES, IN-PERSON MEETINGS, COMMON AREAS; HALLWAYS, AND WHEN 6 FEET OF SEPARATION CANNOT BE MAINTAINED. FACE SHIELDS ARE REQUIRED WHEN WITHIN 3 FEET OF CONSUMERS PROVIDING CARE AND SUPPORT;
- OFFICE EMPLOYEES THAT SHARE OFFICES ARE ENCOURAGED TO WORK REMOTELY AND STAGGER DAYS WHEN THEY NEED TO WORK IN THE OFFICE;
- 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 REMAIN CLOSED AND LOCKED; HOWEVER, SERVICES WILL BE OFFERED BY APPOINTMENT. CONSUMERS, TENANTS, HIRES, OFF-SITE STAFF, AND THE PUBLIC WILL HAVE THE ABILITY TO SCHEDULE APPOINTMENTS WITH OFFICE STAFF BY CALLING THEIR DIRECT LINE OR BEING ROUTED VIA THE CRISIS CENTER. OFFICE STAFF WILL THEN PHONE SCREEN FOLKS BEFORE SCHEDULING AN APPOINTMENT, COORDINATE USING SHARED CALENDARS TO DETERMINE THE MOST APPROPRIATE MEETING SPACE AND TIME FOR THE INDIVIDUALS' NEEDS, AND SCREEN FOLKS INCLUDING A TEMPERATURE SCREEN AT THE BEGINNING OF AN APPOINTMENT; AND
- 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, VISITOR REQUIREMENTS, COVID-19 SYMPTOM, PROPER HAND HYGIENE, AND COVERING SNEEZES/COUGHS;
- RESTROOMS: SIGNS WILL BE POSTED FOR PROPER HAND WASHING; AND
- ADDITIONAL SIGNS PROMOTING CLEANING, ETC. WILL BE POSTED AS NEEDED.

4. BASIC INFECTION PREVENTION MEASURES

IN ADDITION, LISTENING EAR IS INSTITUTING THE FOLLOWING CLEANLINESS MEASURES:

- FREQUENT AND THOROUGH HAND WASHING FOR 20 SECONDS WITH SOAP AND WARM WATER IS ENCOURAGED. HAND SANITIZER IS AVAILABLE FOR EMPLOYEES AND CONSUMERS IF SOAP AND WATER ARE UNAVAILABLE.
- 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, 209 AND CLARE OFFICE), 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;
- LISTENING EAR UTILIZES CDC APPROVED DISINFECTANTS THAT ARE EXPECTED TO BE EFFECTIVE AGAINST SARS/ COVID-19 AND FOLLOW MANUFACTURES INSTRUCTIONS FOR USE OF ALL CLEANING DISINFECTION PRODUCTS;
- GROUP HOMES ARE DISINFECTING ALL HIGH TRAFFIC SURFACES INCLUDING OFFICE EQUIPMENT, COUNTERS, ADAPTIVE EQUIPMENT 3 TIMES DAILY ABOVE AND BEYOND THEIR NORMAL DAILY CLEANING ON EACH SHIFT AND DOCUMENTING THIS ON A SEPARATE SHEET IN ACCORDANCE TO CDC GUIDELINES;
- OFFICE STAFF ARE DISINFECTING ALL HIGH TOUCHED SURFACES INCLUDING OFFICE EQUIPMENT, COUNTERS, LIGHT SWITCHES, DOOR KNOBS, KEYS, HANDLES, ETC. 2 TIMES DAILY WHICH IS DOCUMENTED ON A SEPARATE SHEET IN ACCORDANCE TO CDC GUIDELINES;
- OFFICE STAFF ARE DISINFECTING THEIR OFFICES TWICE DAILY WHEN THEY WORK IN THE OFFICE WHICH IS DOCUMENTED ON A SEPARATE SHEET;
- AVOIDING, WHEN POSSIBLE, THE USE OF OTHER EMPLOYEE'S PHONES, DESKS, OFFICES, OR OTHER WORK TOOLS AND EQUIPMENT. IF SPACE AND EQUIPMENT IS SHARED, EMPLOYEES ARE ENCOURAGED TO DISINFECT SHARED SPACE AND EQUIPMENT;
- OFFICE EMPLOYEES THAT SHARE OFFICES ARE ENCOURAGED TO WORK REMOTELY AND STAGGER DAYS WHEN THEY NEED TO WORK IN THE OFFICE;
- OFFICE STAFF THAT SCHEDULE AN APPOINTMENT WILL BE REQUIRED TO PERFORM A HEALTH SCREEN OF THEIR GUEST AT THE TIME OF ARRIVAL AND WILL BE REQUIRED TO DISINFECT ALL AREAS THE GUEST WILL BE MEETING IN BOTH PRIOR TO AND FOLLOWING THE APPOINTMENT;
- COVER YOUR MOUTH AND NOSE WITH A TISSUE WHEN COUGHING OR SNEEZING THEN WASH YOUR HANDS;
- AVOID TOUCHING YOUR EYES, NOSE, MOUTH AND HANDSHAKES; AND
- EMPLOYEES ARE ENCOURAGED TO STAY HOME WHEN FEELING SICK.

5. HEALTH SURVEILLANCE

A. 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 FOR WORK PURPOSES.
- 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.

B. 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.

C. 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 PROGRAM DIRECTOR 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.
- EMPLOYEES WHO HAVE A KNOWN COVID-19 CASE OR SUSPECTED COVID-19 CASE.
- RESIDENTIAL GROUP HOMES –

- VISITATION IS ONLY PERMITTED WHEN THERE HAS BEEN NO NEW COVID-19 CASES AT THE AFC HOME WITHIN THE PRIOR 14 DAYS AND WHEN THE HOME IS NO LONGER CONDUCTING OUTREACH TESTING; THE HOME IS LOCATED IN A COUNTY WHERE THE RISK LEVEL ON THE MI SAFE START MAP IS LOW “A-D” (WHEN IN THE HIGH-RISK CATEGORY “E” ONLY OUTDOOR VISITATION IS PERMITTED; AND THE HEALTH DEPARTMENT HAS NOT PROHIBITED VISITATION IN THE HOME.
- EXCEPTIONS: WINDOW VISITS WHEN A BARRIER IS MAINTAINED; BY A PARENT, FOSTER PARENT, OR GUARDIAN OF A RESIDENT WHO IS 21 YEARS OLD OR YOUNGER; VISITS TO PROVIDE EFFECTIVE COMMUNICATION TO INDIVIDUALS; IN VERY LIMITED CIRCUMSTANCES, VISITORS WHO SUPPORT ADL’S AND WERE DOING PRIOR TO MARCH; WHEN THE RESIDENT IS IN CRITICAL CONDITION OR IN HOSPICE CARE. VISITS SHOULD BE OUTDOORS OR CONDUCTED IN WELL-VENTILATED AREAS WHEN POSSIBLE. MEDICAL SERVICE/HEALTHCARE PROVIDERS; AND NON-MEDICAL PROVIDERS IF IT IS DETERMINED BY A MEDICAL PROFESSIONAL THAT THERE WILL A NEGATIVE IMPACT IF THE SERVICE IS NOT PROVIDED.
- EXCLUSIONS: VISITORS WHO ARE UNWILLING OR UNABLE TO WEAR A FACE MASK OR FOLLOW HAND HYGIENE OR DON’T PASS THE HEALTH/TEMPERATURE SCREEN AND ENCOURAGE THE USE OF VIDEO OR OTHER ALTERNATIVE FORMS OF COMMUNICATION.
- WHEN VISITATION IS PERMITTED: VISITS MUST BE SCHEDULED; VISITORS MUST LOG ARRIVAL AND DEPARTURE TIMES, PROVIDE CONTACT INFORMATION, AND ATTEST IN WRITING IF THEY DEVELOP COVID-19 SYMPTOMS WITHIN 14 DAYS AFTER VISITING; LIMITS TO TWO VISITORS AT A TIME, VISITORS MUST WEAR FACE MASK, FOLLOW HAND HYGIENE AND PASS A HEALTH/TEMPERATURE SCREEN (NOT HAVE A FEVER OF 100 OR GREATER); PRACTICE SOCIAL DISTANCING; WHEN INDOORS THE VISITS MAY NOT OCCUR IN A BEDROOM IF THERE IS A ROOMMATE (HOME TO PROVIDE SPACE FOR VISIT), AND ENCOURAGE VISITORS AND CONSUMERS NOT TO SHARE FOOD. OUTDOOR VISITATION MUST ALLOW FOR 6 FEET DISTANCE; TABLES AND CHAIRS MUST BE DISINFECTED AFTER USE; AND PROVIDE ADEQUATE PROTECTION FROM WEATHER ELEMENTS.
- HOME WILL: HAVE DESIGNATED ENTRANCES FOR VISITORS TO CONDUCT COVID-19 SCREENING; POST SIGNS ABOUT COVID-19 SCREENING, SYMPTOMS AND NOT ENTERING IF HE/SHE HAS SYMPTOMS. HAVE HAND SANITIZER/WASHING FACILITIES AVAILABLE TO VISITORS. POST EDUCATIONAL MATERIALS ON HAND HYGIENE. ASSIST WITH TRANSITION OF CONSUMERS; MONITORING OF VISITATION AS NEEDED, AND DISINFECT SURFACES AFTER THE VISIT. EDUCATE VISITORS ON NEED FOR ADDITIONAL PPE (HOME WILL PROVIDE). DISALLOW VISITATION DURING AEROSOL-GENERATING PROCEDURES UNLESS NECESSARY. RESTRICT VISITOR MOVEMENT WITHIN HOME. PROVIDE A SPACE FOR THE VISIT IF THERE IS A ROOMMATE.
- EMPLOYEES MAY ONLY RESUME IN-PERSON WORK UPON MEETING CDC RETURN-TO-WORK REQUIREMENTS.

D. 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, THE OFFICE, TRAINING, OR AN APPOINTMENT 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? _____

3. 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? _____

4. IS THERE ANY REASON YOU OR ANYONE IN YOUR HOUSEHOLD HAVE BEEN INSTRUCTED TO SELF-QUARANTINE OR ISOLATE? Y OR N

IF YES, WHY? _____

5. HAVE YOU OR ANYONE IN YOUR HOUSEHOLD HAD CONTACT WITH ANY PERSONS UNDER INVESTIGATION FOR COVID-19? Y OR N
6. 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.

E. 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 HE/SHE DEVELOPS 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.

F. SUPPLEMENTAL MEASURES UPON NOTIFICATION OF EMPLOYEE OR CONSUMER'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 REPORT ANY SIGNS AND SYMPTOMS TO THEIR SUPERVISOR AND BE REMOVED FROM THE WORKSITE.

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 EMPLOYEES AND CONSUMERS OF THE PRESENCE OF A CONFIRMED COVID-19 POSITIVE EMPLOYEE OR CONSUMER AS SOON AS POSSIBLE BUT NO LESS THAN 12 HOURS AFTER IDENTIFICATION.
- INFORMS ALL LEGAL GUARDIANS, HEALTHCARE PROXIES FOR ALL CONSUMERS, VISITORS, SUPPLIERS, AND CONTRACTORS WITH AND NEAR WHOM THE DIAGNOSED/SYMPTOMATIC EMPLOYEE/CONSUMER WORKED OF A POTENTIAL EXPOSURE WITHIN 24 HOURS (EMMA).
- POST A NOTICE IN A VISIBLE AND OBVIOUS PLACE NEAR THE MAIN ENTRANCE OF THE AFC HOME INDICATING THE PRESENCE OF A CONFIRMED COVID-19 POSITIVE EMPLOYEE OR CONSUMER WITHIN 24 HOURS. THE NOTICE MUST CONTINUE TO BE DISPLAYED UNTIL 14 DAYS AFTER THE LAST POSITIVE COVID-19 TEST RESULT FOR AN EMPLOYEE OR CONSUMER OF AFC.
- EMAILS OR CALLS PROSPECTIVE CONSUMERS AND STAFF OF THE POSITIVE COVID-19 CASE WITHIN 24 HOURS FOR 14 DAYS AFTER THE LAST POSITIVE COVID-19 TEST RESULT FOR AN EMPLOYEE OR CONSUMER.
- KEEPS CONFIDENTIAL THE IDENTITY OF THE DIAGNOSED/SYMPTOMATIC EMPLOYEE (EMMA).
- SUPPORT AND COMPLY WITH CONTACT TRACING EFFORTS AS REQUESTED.
- 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.

G. RETURN-TO-WORK REQUIREMENTS

EMPLOYEES WHO WERE THEMSELVES DIAGNOSED WITH COVID-19 MAY ONLY RETURN TO WORK UPON CDC GUIDELINES AND 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 FACE MASK 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.

6. 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. UNEMPLOYMENT COMPENSATION BENEFITS

UNDER 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).

D. 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.

7. TRAINING

TRAINING TO EMPLOYEES INCLUDES:

- COVID-19;
- INFECTION CONTROL PRACTICES PER COVID-19 PLAN AND POSTINGS;
- WORKPLACE INFECTION-CONTROL PRACTICES PER COVID-19 PLAN, PER QUARANTINED PLAN (INCLUDES PPE AND INFECTION CONTROL), AND CLEANING CHARTS;
- NOTIFYING EMPLOYER IMMEDIATELY OF ANY SYMPTOMS OF COVID-19 OR A SUSPECTED OR CONFIRMED DIAGNOSIS OF COVID-19 PER COVID-19 PLAN;
- REPORTING UNSAFE WORKING CONDITIONS PER COVID-19 PLAN; AND
- UPDATING PLANS, POSTINGS, AND SIGN-OFF SHEETS AS PLANS AND/OR INFORMATION CHANGES OR IS UPDATED.

8. RECORDKEEPING REQUIREMENTS

TRAINING, SCREENS, AND REQUIRED NOTIFICATIONS:

- STAFF SIGN-OFF SHEETS OF PLANS ARE MAINTAINED IN PERSONNEL FILES;
- EMPLOYEE AND VISITOR SCREENS ARE MAINTAINED;

- RESIDENTIAL CONSUMER SCREENS/MONITORING ARE MAINTAINED IN CONSUMER POR BOOKS; AND
- EACH REQUIRED NOTIFICATION IS MAINTAINED BY EMMA REED.

ALL RECORDS ARE MAINTAINED FOR AT LEAST 1 YEAR FROM TIME OF GENERATION.

9. CONTINGENCY PLANS

EACH DEPARTMENT HAS A SEPARATE CONTINGENCY PLAN IN THE EVENT THERE A POSITIVE OR SUSPECTED COVID-19 CASE THAT RESULTS IN A LOSS OF STAFF OR REDUCTION IN SERVICES. SEE CONTINGENCY PLAN.

10. CONTACT INFORMATION FOR NORTH IHH AND GROUP HOMES

EACH GROUP HOME AND IHH SETTING WILL MAINTAIN A LIST OF NAMES AND PHONE NUMBERS FOR THOSE PERSONS AND AGENCIES THAT MUST BE NOTIFIED IF A CONSUMER IS SUSPECTED OR TESTS POSITIVE WITH COVID-19.

11. 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;
- IF THE CONSUMER HAS SYMPTOMS BUT DOES NOT NEED IMMEDIATE MEDICAL ATTENTION, CONTACT CMH, THE CONSUMER'S MEDICAL PROFESSIONAL, AND THE LOCAL HEALTH DEPARTMENT FOR GUIDANCE;
- 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, MDHHS, CMH, MIOSHA, AND HEALTH DEPARTMENT GUIDELINES WHILE WORKING.

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, AND WHEN CONSUMERS ARE PARTICIPATING IN COMMUNITY RECREATIONAL ACTIVITIES SUCH AS GOING TO THE GYM OR POOLS.

C. PARENT/GUARDIAN VISITS IN THE GROUP HOMES

- VISITATION IS ONLY PERMITTED WHEN THERE HAS BEEN NO NEW COVID-19 CASES AT THE AFC HOME WITHIN THE PRIOR 14 DAYS AND WHEN THE HOME IS NO LONGER CONDUCTING OUTREACH TESTING; THE HOME IS LOCATED IN A COUNTY WHERE THE RISK LEVEL ON THE MI SAFE START MAP IS LOW “A-D” (WHEN IN THE HIGH-RISK CATEGORY “E” ONLY OUTDOOR VISITATION IS PERMITTED; AND THE HEALTH DEPARTMENT HAS NOT PROHIBITED VISITATION IN THE HOME.
- EXCEPTIONS: WINDOW VISITS WHEN A BARRIER IS MAINTAINED; BY A PARENT, FOSTER PARENT, OR GUARDIAN OF A RESIDENT WHO IS 21 YEARS OLD OR YOUNGER; VISITS TO PROVIDE EFFECTIVE COMMUNICATION TO INDIVIDUALS; IN VERY LIMITED CIRCUMSTANCES, VISITORS WHO SUPPORT ADL’S AND WERE DOING PRIOR TO MARCH; WHEN THE RESIDENT IS IN CRITICAL CONDITION OR IN HOSPICE CARE. VISITS SHOULD BE OUTDOORS OR CONDUCTED IN WELL-VENTILATED AREAS WHEN POSSIBLE. MEDICAL SERVICE/HEALTHCARE PROVIDERS; AND NON-MEDICAL PROVIDERS IF IT IS DETERMINED BY A MEDICAL PROFESSIONAL THAT THERE WILL A NEGATIVE IMPACT IF THE SERVICE IS NOT PROVIDED.
- EXCLUSIONS: VISITORS WHO ARE UNWILLING OR UNABLE TO WEAR A FACE MASK OR FOLLOW HAND HYGIENE OR DON’T PASS THE HEALTH/TEMPERATURE SCREEN AND ENCOURAGE THE USE OF VIDEO OR OTHER ALTERNATIVE FORMS OF COMMUNICATION.
- WHEN VISITATION IS PERMITTED: VISITS MUST BE SCHEDULED; VISITORS MUST LOG ARRIVAL AND DEPARTURE TIMES, PROVIDE CONTACT INFORMATION, AND ATTEST IN WRITING IF THEY DEVELOP COVID-19 SYMPTOMS WITHIN 14 DAYS AFTER VISITING; LIMITS TO TWO VISITORS AT A TIME, VISITORS MUST WEAR FACE MASK, FOLLOW HAND HYGIENE AND PASS A HEALTH/TEMPERATURE SCREEN (NOT HAVE A FEVER OF 100 OR GREATER); PRACTICE SOCIAL DISTANCING; WHEN INDOORS THE VISITS MAY NOT OCCUR IN A BEDROOM IF THERE IS A ROOMMATE (HOME TO PROVIDE SPACE FOR VISIT), AND

ENCOURAGE VISITORS AND CONSUMERS NOT TO SHARE FOOD. OUTDOOR VISITATION MUST ALLOW FOR 6 FEET DISTANCE; TABLES AND CHAIRS MUST BE DISINFECTED AFTER USE; AND PROVIDE ADEQUATE PROTECTION FROM WEATHER ELEMENTS.

HOME WILL: HAVE DESIGNATED ENTRANCES FOR VISITORS TO CONDUCT COVID-19 SCREENING; POST SIGNS ABOUT COVID-19 SCREENING, SYMPTOMS AND NOT ENTERING IF HE/SHE HAS SYMPTOMS. HAVE HAND SANITIZER/WASHING FACILITIES AVAILABLE TO VISITORS. POST EDUCATIONAL MATERIALS ON HAND HYGIENE. ASSIST WITH TRANSITION OF CONSUMERS; MONITORING OF VISITATION AS NEEDED, AND DISINFECT SURFACES AFTER THE VISIT. EDUCATE VISITORS ON NEED FOR ADDITIONAL PPE (HOME WILL PROVIDE). DISALLOW VISITATION DURING AEROSOL-GENERATING PROCEDURES UNLESS NECESSARY. RESTRICT VISITOR MOVEMENT WITHIN HOME. PROVIDE A SPACE FOR THE VISIT IF THERE IS A ROOMMATE.

D. RESIDENTIAL DRSs VISITING THE GROUP HOMES AND IHH

IT IS ESSENTIAL THAT THE DRS VISIT THE GROUP HOMES AND HH 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.

12. FOSTER CARE SPECIFIC PROCEDURES

A. PARENTING TIME

SUPERVISED

- UNLESS UNABLE TO PASS ALL SCREENING QUESTIONS, PARENTING TIME WILL OCCUR IN PERSON WITH RISK MITIGATION STRATEGIES IN PLACE, AND
- 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 DONE THROUGH AN APPROVED ALTERNATIVE.
 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.

2. 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.

- IF RISKS EXIST THAT CANNOT BE MITIGATED AND ALL PARTIES AGREE, PARENTING TIME MAY OCCUR USING VIDEOCONFERENCING;
- BEFORE SUSPENDING IN-PERSON VISITS EFFORTS SHOULD BE MADE TO MITIGATE RISK (I.E. IF A PARTICIPATE CANNOT WEAR A FACE MASK FOR MEDICAL OR HEALTH REASON, STAFF WILL WORK WITH THE FAMILY TO DETERMINE WHETHER IN-PERSON VISITS CAN STILL SAFELY OCCUR IF USING FACE SHIELDS, PARTICIPANTS MAINTAIN SOCIAL DISTANCING, AND/OR THE VISIT OCCURS OUTDOORS);
- IF A PARTICIPANT IS UNWILLING TO WEAR A FACE MASK, THE CASEWORKER SHOULD PROVIDE EDUCATION AND ENCOURAGEMENT. IF THE PARTICIPATE CONTINUES TO REFUSE TO WEAR THE MASK, AN ALLOWABLE ALTERNATIVE MUST BE USED TO COMPLETE THE REQUIRED MEETING OR VISIT AFTER DISCUSSING CIRCUMSTANCE WITH SUPERVISOR WHO APPROVES AN ALTERNATIVE; AND
- VIDEOCONFERENCING IS THE PREFERRED METHOD IN THESE CIRCUMSTANCES.
- 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.

UNSUPERVISED

- THIS AGENCY FOLLOWS ALL RECOMMENDATIONS AND GUIDELINES SET FORTH BY EACH OF THE REFERRING AGENCIES WE ARE CONTRACTED WITH.
- ALL VISITS (INCLUDING OVERNIGHT VISITS) MAY STILL OCCUR;
- PRIOR TO MAKING SUCH ARRANGEMENTS, ALL PARTIES SHOULD AGREE AND DEVELOP A PLAN THAT ENABLES MAXIMUM ADHERENCE TO ALL RISK MITIGATION STRATEGIES FOR THE DURATION OF THE VISIT;
- ARE ENCOURAGED TO BE CONDUCTED OUTDOORS IF POSSIBLE;
- ALL VISITS ARE ENCOURAGED TO BE CONDUCTED WITH THE PROPER PPE; I.E. FACE MASKS 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.

B. VISITS IN THE FOSTER HOME

PREVENTION

- A PLAN IS IN PLACE FOR PROTECTING CONSUMERS 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 DEGREES 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 CONSUMER 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.
- CONSUMERS ARE ENCOURAGED TO AVOID TOUCHING THEIR EYES, NOSE, AND MOUTH WITH UNWASHED HANDS.
- CONSUMERS ARE ENCOURAGED TO COVER COUGHS WITH THEIR ELBOW.

C. CONTACT WITH FOSTER YOUTH

- IN PERSON CONTACT MUST OCCUR AT LEAST MONTHLY;
- ADDITIONAL REQUIRED CONTACTS MAY BE MADE USING AN ALLOWABLE ALTERNATIVE (FACE TIME, SKYPE, TEAMS, PHONE CALLS AND OTHER TECHNOLOGY) UNLESS THERE IS A NEED TO ADDRESS AN IMMEDIATE OR FORESEEABLE CHILD HEALTH OR SAFETY CONCERN; AND

- A CASEWORKER MAY COMPLETE REQUIRED IN PERSON CONTACTS FOR OTHER CHILDREN PLACED IN HOME FOR ANOTHER WORKER ASSIGNED TO HOME (PREARRANGED WITH PRIMARY CASEWORKER WITH THE VISITING CASEWORKER VIDEOCONFERENCING THE PRIMARY CASEWORKER WHEN MEETING WITH THE YOUTH) WHEN THE PRIMARY CASEWORKER IS QUARANTINED/ISOLATED OR WHEN APPROVED BY A SUPERVISOR TO MEET ANOTHER WORKFORCE NEED.

D. MONTHLY CONTACT WITH MDHHS PARENTS

- IN PERSON CONTACT REQUIREMENTS BETWEEN THE CASEWORKER AND THE PARENT(S) MAY BE MET USING AN ALLOWABLE ALTERNATIVE EVERY OTHER MONTH, AND
- IF THE CHILD IS SCHEDULED TO RETURN HOME, ONE IN PERSON CONTACT MUST OCCUR WITH THE PARENT(S) AT THE HOME THE CHILD IS RETURNING TO WITHIN ONE MONTH PRIOR TO THE CHILD RETURNING HOME.

E. MONTHLY CONTACT WITH FOSTER PARENTS

- IN PERSON CONTACT REQUIREMENTS BETWEEN THE CASEWORKER AND THE FOSTER PARENT MAY BE MET USING AN ALLOWABLE ALTERNATIVE EVERY OTHER MONTH.

F. IMMEDIATE CHILD HEALTH/SAFETY CONCERNS:

- IN PERSON CONTACT MUST OCCUR WHEN AN IMMEDIATE OR FORESEEABLE CHILD HEALTH/SAFETY CONCERN EXISTS (I.E. CHILD'S PHYSICAL, EMOTIONAL, AND/OR MENTAL HEALTH), AND
- CASEWORKERS SHOULD COMMUNICATE WITH THEIR SUPERVISOR TO DETERMINE HOW IN PERSON CONTACT WILL BE MADE SO RISK OF COVID-19 SPREAD IS REDUCED FOR EVERYONE INVOLVED.

G. INITIAL FOSTER HOME EVALUATION:

- ALL INITIAL FOSTER HOME EVALUATIONS MUST INCLUDE AT LEAST ONE IN-PERSON VISIT PRIOR TO LICENSURE BY THE AGENCY;
- SUPERVISOR WILL HELP PROVIDE GUIDANCE REGARDING COMPLETION OF A SAFE VISIT; AND
- SUBSEQUENT CONTACTS MAY INCLUDE ALLOWABLE ALTERNATIVES THAT ALLOWS VERIFICATION OF CHILD SAFETY, THE ABILITY TO ADDRESS CONCERNS OF FOSTER PARENTS, AND THE ABILITY TO ADDRESS LICENSING RULES IN THE FOSTER HOME WHEN NECESSARY AND APPROPRIATE.

H. MITIGATING RISK:

- CASEWORKERS HAVE TO PASS SCREEN AND FOSTER PARENTS ALONG WITH THE FOSTER YOUTH HAVE TO PASS PHONE SCREEN OF THE CASEWORKER PRIOR TO VISIT; CHOOSING LOCATIONS THAT MINIMIZE EXPOSURE FOR ALL PARTICIPANTS; WHENEVER POSSIBLE, IN PERSON CONTACT SHOULD OCCUR WHERE SOCIAL DISTANCING CAN OCCUR;
- WHEN IN THE FOSTER HOME, LIMIT MOVEMENT THROUGH THE HOME AS POSSIBLE, MEET IN THE LARGEST ROOM OF THE HOME TO ALLOW FOR BETTER SOCIAL DISTANCING, AND OPENING WINDOWS TO INCREASE VENTILATION IF POSSIBLE;
- MINIMIZE THE NUMBER OF PEOPLE PRESENT FOR IN PERSON CONTACT;

- IF SOMEONE IN THE FOSTER HOME HAS BEEN EXPOSED OR HAS TESTED POSITIVE TO COVID-19, ALLOWABLE ALTERNATIVES FOR CONTACT SHOULD BE USED UNLESS AN IMMEDIATE SAFETY CONCERN NEEDS TO BE ADDRESSED (CONSULT SUPERVISOR AND HEALTH DEPARTMENT); ENSURE EXPECTATIONS REGARDING SOCIAL DISTANCING, MASKING, AND PROPER HYGIENE BEFORE, DURING, AND AFTER THE VISIT ARE APPROPRIATELY COMMUNICATED ON A REGULAR BASIS (DISINFECT TOYS/GAMES, WASH HANDS AFTER VISIT, COVER COUGHS, USE HAND SANITIZER PRIOR AND AFTER VISIT, CHANGING CLOTHING/SHOWERING AFTER VISIT IF POSSIBLE); AND TRANSPORTATION OF A CHILD TO ADDRESS IMMEDIATE OR FORESEEABLE HEALTH OR SAFETY CONCERNS MUST OCCUR BUT SHOULD BE LIMITED AS MUCH AS POSSIBLE WHILE EVERY EFFORT TO MITIGATE RISK ASSOCIATED WITH THESE DUTIES; AND CONTINUING VIDEOCONFERENCING MAY CONTINUE TO BE UTILIZED ALONG WITH OTHER ALLOWABLE ALTERNATIVE METHODS AS NEEDED.

I. RESPONSE

- IN THE EVENT A CONSUMER 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 CONSUMER 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 CONSUMER 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 CONSUMERS 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 CONSUMERS 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 CONSUMER IN THE HOME IS EXPOSED OR BECOMES ILL THIS HOME WILL NOTIFY THE LOCAL HEALTH DEPARTMENT WITHIN 24 HOURS AND FOLLOW ALL MEDICAL RECOMMENDATIONS.

13. CHILDREN’S SERVICES SPECIFIC PROCEDURES

A. DIRECT CASE MANAGEMENT/ COUNSELING SERVICES

MEETING WITH CLIENTS – OUTSIDE OF OFFICE

- THIS IS THE PREFERRED AND PRIMARY OPTION FOR MEETING WITH CONSUMERS AND WILL BE DONE IF POSSIBLE;
- PRIOR TO IN-PERSON CONTACTS, EACH CONSUMER MUST PASS THE COVID-19 HEALTH SCREENING. IN-PERSON VISITS WILL BE HELD OUTSIDE IF POSSIBLE;
- MASKS/FACE COVERINGS (ALONG WITH FACE SHIELDS WHEN WITHIN 3 FEET OF CONSUMER) WILL BE WORN BY BOTH STAFF AND CONSUMERS DURING ALL IN-PERSON MEETINGS; MASKS WILL BE PROVIDED TO CONSUMERS TO WEAR IF NECESSARY;
- 6 FEET OF DISTANCE WILL BE KEPT BETWEEN CASEWORKER AND CONSUMER/CONSUMER FAMILIES AT ALL TIMES;
- WHEN INSIDE WITH CONSUMERS 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; AND
 - 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 CONSUMER’S HOME;
- MEETING WITH CONSUMER IN THE OFFICE WILL OCCUR AS NECESSARY;
- THERE IS A DESIGNATED OFFICE IN EACH COUNTY TO MEET WITH CONSUMERS SAFELY, LIMITING EXPOSURE AS MUCH AS POSSIBLE;
- THE 211-CONFERENCE ROOM AND 107 CONFERENCE ROOM WILL BE UTILIZED FOR MEETING WITH CONSUMERS IN THE MT. PLEASANT AREA.
- THE CLARE OFFICE WILL BE UTILIZED FOR MEETING WITH CONSUMERS IN THE CLARE AREA.
- THE GLADWIN OFFICE WILL BE UTILIZED FOR MEETING WITH CONSUMERS IN THE GLADWIN AREA.
- PRIOR TO IN-PERSON CONTACTS, EACH CONSUMER MUST PASS THE COVID-19 HEALTH SCREENING.
- MASKS/FACE COVERINGS WILL BE WORN BY BOTH STAFF AND CONSUMERS DURING ALL IN-PERSON MEETINGS; MASKS WILL BE PROVIDED TO CONSUMER TO WEAR IF NECESSARY.
- 6 FEET OF DISTANCE WILL BE KEPT BETWEEN CASEWORKER AND CONSUMER/CONSUMER FAMILIES AT ALL TIMES.
- WHEN INSIDE WITH CONSUMERS THE FOLLOWING SOCIAL DISTANCING PROTOCOLS WILL BE IMPLEMENTED:
 - CONSUMERS 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.

B. 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 CONSUMERS;
- PARENT/GUARDIAN CONSENT MUST BE OBTAINED FOR ALL CONSUMERS IN EACH GROUP ACTIVITY;
- ALL PARTICIPANTS WILL BE SCREENED PRIOR TO THE GROUP SETTING;
- IF A CONSUMER DOES NOT PASS THE SCREENING, THEY WILL NOT BE ALLOWED TO PARTICIPATE IN GROUPS;
- HAND SANITIZER WILL BE AVAILABLE AS NEEDED FOR ALL PARTICIPANTS AND STAFF ATTENDING; AND.
- FOOD THAT IS SERVED WILL BE CAREFULLY CONSIDERED (PER STATE AND MIOSHA RULES) AND HANDLED SAFELY TO ELIMINATE ANY EXPOSURE TO INFECTION.

C. TRANSPORTING CONSUMERS:

- 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 YOUTH HAS A MEDICAL REASON HE/SHE CANNOT WEAR A MASK);
 - ALL INDIVIDUALS WILL THOROUGHLY WASH/SANITIZE THEIR HANDS PRIOR TO ENTERING THE VEHICLE;
 - ALL INDIVIDUALS SHOULD BE ADVISED TO CHANGE AND WASH CLOTHES UPON RETURN HOME;
 - ALL INDIVIDUALS WILL PASS THE COVID-19 HEALTH SCREENING;
 - THE CASE MANAGER WILL ONLY MEET WITH THE YOUTH IN PERSON OR TRANSPORT WHEN BOTH THE WORKER AND YOUTH PASS THE HEALTH SCREEN. IF NOT, CONTACT WILL OCCUR THROUGH ALLOWABLE ALTERNATIVES (TEAMS, FACETIME, SKYPE, PHONE CALLS) OR IN PERSON IF THERE IS AN IMMEDIATE SAFETY CONCERN WHICH WAS APPROVED BY THE SUPERVISOR AND FULL PPE IS USED (N95 MASKS, FACE SHIELDS, GOWNS, AND GLOVES); AND
 - THE LOCAL HEALTH DEPARTMENT WILL ALSO BE CONTACTED FOR FURTHER INSTRUCTIONS.

14. 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 PRE-HIRE 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:

- PRE-HIRES 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 PRE-HIRE 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:

- PRE-HIRES 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 PLEXIGLAS BARRIER AND EXCHANGE OF PAPERWORK WILL BE DONE UNDER THE BARRIER. UPON COMPLETION OF THE PRE-HIRE 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. MICROENTERPRISES AND CONSUMERS IN THE OFFICE WILL BE ALLOWED UNDER THE CONDITION THAT ALL SAFETY PROTOCOLS ARE FOLLOWED, INCLUDING HEALTH SCREENS, MASK WEARING, SOCIAL DISTANCING, AND DISINFECTING AREAS BEFORE AND AFTER. 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 IF NO CONSUMERS OR SPECIFIC STAFF IS ABLE TO RETURN TO THE OFFICE;
2. JANITORIAL SERVICES WILL BE PROVIDED BY OUTSIDE CONTRACTORS ON A WEEKLY BASIS. CONSUMERS WILL ALSO BE ABLE TO PERFORM JANITORIAL WORK AROUND THE OFFICE AS LONG AS SAFETY PROTOCOLS ARE FOLLOWED; AND
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.

15. PROPERTY MANAGEMENT

LISTENING EAR ACKNOWLEDGES THE NEED TO MANAGE VENDORS TO ENSURE PROPER PROPERTY MANAGEMENT, SUPPLYING 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 MANAGER 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; AND
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; AND
3. ANY CIRCUMSTANCES THAT REQUIRE VENDORS OR MANAGEMENT TO ENTER RESIDENCE, TENANT IS ASKED TO VACATE, OR ADHERE TO SOCIAL DISTANCE REQUIREMENTS.

16. 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.