

Family & Children Services
COVID-19 Preparedness and Response Plan
Initial Transition Plan- Phase I

(subject to change in response to State and CDC Guidance; updated July 2021)

Contents

Introduction	3
Return to Work Timeline	3
Access Control	3
Administrative and Environmental Controls.....	3
Access to the Building	3
Working and Receiving Services in the Building	4
COVID-19 Staff Workplace Training	5
COVID-19 Worksite Representative.....	5
Customer and Staff Movement in the Building	5
Reception	5
Informational Posters	5
Program Specific	6
Foster Care and Adoption	6
Family Center/Parenting Time	6
Family Preservation.....	6
Behavioral Health.....	6
Crisis Services	7
Social Distancing	8
Administrative and Environmental Controls-	8
Program Specific	9
Foster Care and Adoption	9
Family Preservation.....	9
Behavioral Health.....	10
Crisis Services	10
Sanitation/Hygiene	10
Administrative and Environmental Controls.....	10
Hygiene practices.....	11
Equipment.....	11
High touch surfaces.....	11

Sanitizing materials	11
Common Areas.....	11
Program Specific	12
Foster Care and Adoption	12
Family Center/Parenting Time	12
Family Preservation.....	12
Behavioral Health.....	12
Crisis Services	12
Personal Protective Equipment	13
Administrative and Environmental Controls.....	13
Agency Provided PPE	13
Program Specific	14
Foster Care and Adoption	14
Family Center/Parenting Time	14
Family Preservation.....	14
Behavioral Health.....	14
Crisis Services	14
Contact Tracing and Isolation	15
Administrative and Environmental Controls.....	15
Positive COVID-19 test	15
Failed Entrance Screening.....	15
Program Specific	16
Foster Care and Adoption	16
Family Preservation.....	16
Behavioral Health.....	16
Crisis Services	16

Introduction

At Family & Children Services, it is our priority to keep our employees and their families healthy, especially in the midst of the COVID-19 pandemic. As such, we will abide by governmental guidelines when possible as we strive to balance public health concerns with the needs of our business and the health and safety of our clients. This *COVID-19 Preparedness and Response Plan* details how we plan to reopen our facilities and still keep all of our employees safe to every extent possible. This plan highlights the responsibilities of managers and employees and outlines the steps the Agency is taking to address COVID-19. This document adheres to guidance from the Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Administration (OSHA), the Michigan Occupational Safety and Health Administration, and the Kalamazoo County Health and Community Services Department. The provisions adhere to applicable directives from the Michigan Department of Health and Human Services, and orders issued by State government. It is important to note that this *COVID-19 Preparedness and Response Plan* is subject to change based on the guidance noted above.

While we will implement various protocols to ensure your safety, it is up to you and your colleagues to follow these protocols daily. By releasing this Plan, Family & Children Services hopes to clearly communicate our plans moving forward, highlight workplace protocols in place to protect your safety and establish a level of comfort for all of our employees as we ask you to return to the office.

We understand that every employee's situation is different and encourage those with specific risks or concerns to reach out to their manager or the Operations Director to discuss alternate arrangements, should they be necessary.

Definitions:

Vaccinated: Persons who are fully vaccinated. This means it has been more than two weeks since they received the second dose of the Pfizer or Moderna vaccine or the single dose of the Johnson&Johnson/Janssen vaccine.

Unvaccinated: Persons who do not meet the definition of "Vaccinated" as defined above.

Return to Work Timeline

Due to the evolving nature of the COVID-19 pandemic, creating an exact timeline for resuming "normal" operations is not feasible. Family & Children Services will continue to monitor applicable state and local guidance and determine next steps for reopening the office. In large part, directives from MDHHS and CMHs may largely determine when certain contractual services must resume on a face-to-face, in-person basis. Supervisors and/or Agency Leadership (CEO, Directors, and Managers) will advise affected staff when they should return to work in the office, and as much notice as feasible will be provided. All staff are encouraged to make sure they have adequate plans in place (such as for daycare) in preparation for the time when they will be called to work in the office.

Access Control

Administrative and Environmental Controls

Access to the Building

- A. Staff, Contractual Workers, and Leaseholders Access into the building.
 1. All employees whose job duties reasonably allow them to work remotely may make a request under the Agency's Telework Policy, which requires approval by Agency Leadership (CEO, Directors, Program Managers, and HR). Staff who are needed to work in the building or provide in-person services to service recipients due to contractual obligations will be notified by their supervisor.

2. Coordination of staff working in the building will occur as needed and appropriate for each program area. See program specific section.
 3. If you fall into a vulnerable population or live with someone in a vulnerable population, consult with Director of Operations regarding a 'return to the building' work plan.
- B. Visitor Entry into the building.
1. Only visitors who are present for normal Agency operations will be allowed in the building. All visitors accessing the building will be screened prior to accessing the building. A screening questionnaire will be utilized to decide if the visitor can access the building. Staff who receive screening forms from visitors should follow the instructions on the form to determine if the visitor should or should not be allowed building access. If a visitor's screening form indicates they should not be allowed building access, notify the Operations Director, Kitty Scheffers or designated COVID-19 representative.

Working and Receiving Services in the Building

- A. Staff, contractual workers, and leaseholders will be required to:
1. Sign an acknowledgement (in Relias) that they have reviewed and will follow the guidelines in this F&CS COVID-19 Preparedness and Response Plan within 14 days of hire.
 2. Complete the F&CS COVID-19 Staff Workplace Training in Relias. The training will include:
 - a. workplace infection-control practices
 - b. the proper use of personal protective equipment
 - c. steps the employee must take to notify the Agency of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19.
 - d. How to report unsafe working conditions.
 3. **Unvaccinated** Staff, Contractual Workers, and LeaseHolders:
Complete a [Staff Health Screening Questionnaire](#) and submit it to their supervisor before being permitted to access the building or provide in-person services. Staff shall complete the questionnaire prior to leaving home. If the employee does not have a thermometer at home to take their temperature, the Agency will provide them with one. Staff may also use a touchless thermometer available at the Agency.
 - a. Employees meeting the screening criteria (have no symptoms) will report to work and will be allowed to access the building or provide in-person services and shall provide the signed questionnaire to their supervisor. Supervisors will maintain the questionnaires in a secure, confidential location.
 - b. Employees who indicate through the health screening questionnaire that they may have COVID-19 symptoms or have been exposed to COVID-19, should not access the building or provide in-person services. Instead, they are to contact their supervisor, manager, or director before reporting to work. The supervisor will consult with the Operations Director or designated COVID-19 representative for direction.
 - c. Staff will not be allowed to return to work until the 'return to work' requirements have been met, which are outlined in the Agency Response Plan in the Contact Tracing and Isolation section.
 - d. Staff Health Screening Questionnaires will be securely stored by the Agency.
 4. **Unvaccinated** staff, contractual workers, and leaseholders are expected to wear a face covering mask while in public areas of the building (cubicles, conference rooms, hallways). If staff have a private office where they are seated at least 6 feet from the door, they may remove any face coverings when alone in their office.
- B. All Visitors and Persons Receiving Services
1. Only those persons necessary for appointments are to access the building and we will limit the presence of any additional persons to one per person served as needed to assist the person served (such as children or those in need of assistance with mobility or completion of forms).
 2. All visitors will be asked to complete a [Visitor Health Screening Questionnaire](#).

3. If the visitor answers “yes” to any of the questions, refer to the program specific section.
 - i. Provide the visitor with the handout- [Person Exposure MDHHS](#).
4. All visitors will be provided with a face covering mask and asked to wear the mask (ages of mask wearers and any exemptions from mask wearing will match current MDHHS Epidemic Orders and MIOSHA Guidelines) at all times while in the building. If visitors refuse to wear a mask, see the program specific section. Visitors will also be provided instructions on how to appropriately wear a face covering. (Instruction documents are located in the PPE section of this Plan.)

COVID-19 Staff Workplace Training

- A. Requirement: All employees will be required to complete the COVID-19 Staff Workplace Training located in Relias.
 1. “F&CS COVID-19 Staff Workplace Training June 2020” is assigned to all staff with a requirement to complete the training within 14 days of hire..
- B. Optional: The agency recommends that all staff take the following courses in Relias:
 1. Hand-washing: The Basics
 2. Infection Control: The Basics
 3. Personal Protective Equipment

COVID-19 Worksite Representative

- A. The Agency will designate a COVID-19 worksite representative to implement, monitor, and report on the COVID-19 control strategies developed in the F&CS Preparedness and Response Plans.
 1. The representative must remain on-site or be available by phone at all times when employees are present on site.
 - a. Primary COVID-19 worksite representative is Kitty Scheffers, Operations Director.
 - b. Secondary representative is Diane Marquess, Clinical Director.
 - c. An on-site employee may be designated to perform the representative role.

Customer and Staff Movement in the Building

Reception

- A. The number of people in the lobbies will be restricted to the maximum capacity posted in the lobby. Lobby furniture will be arranged so visitors are able to be 6 feet apart.
- B. Reception windows will be closed unless addressing a visitor and a new barrier will be utilized.
- C. Visitors and the public are not allowed to utilize the reception phone.
- D. Pens used by visitors will be kept by the visitor or thrown away.
- E. Mail and package delivery:
 - a. Delivery persons will deposit mail and packages inside lobby door under the coat rack in KZ.
 - b. BC agency packages will be sent to the KZ office and BC packages will be delivered to BC by staff.
 - c. Staff are not allowed to have personal items delivered to the office.
- F. Staff are not to enter the reception area except to deposit mail in the receptacle next to the door. If you need to speak to reception, please do so from the doorway without entering the room.
- G. Social distancing markers will be placed on the floor 6 feet apart leading up to the reception desk.
- H. Hand sanitizer is available in building lobbies and/or at reception desk.

Informational Posters

- A. Posters will be located around the facilities of requirements and expectations for staff and visitors. These posters will include:
 - a. A sign will be posted at the entrances to each building instructing visitors to wear a face covering mask when inside to maintain social distancing and notification of health screening protocols.
 - b. Common areas will be posted with maximum occupancy (lobbies, conference rooms, etc.).

- c. CDC Posters, educational and preventive will be posted.

Program Specific

Foster Care and Adoption

1. Staff may request to work in the office or in a hybrid model of office and home. This will be reviewed, approved and coordinated with supervisor and program manager; this will include a flexible work schedule such as adjusting hours to accommodate client needs.
2. Staff will follow DHHS guidance on home visits.

Family Center/Parenting Time

1. Family Support Workers will provide in-room coaching, wearing masks regardless of vaccination status. If a change to observation from the observation areas is made FSWs will be notified by their Supervisor.
2. Outdoor playground equipment will be utilized as directed by the Program Director and may change depending on the community COVID-19 conditions and regulations.
3. Parenting Time (visitation) will occur in outdoor spaces as weather permits.
4. Foster parents are being requested to bring all items to visits.
5. The Resource Room will be available to staff only.

Family Preservation

1. Staff may request to work in the office or in a hybrid model of office and home. This will be reviewed, approved and coordinated with supervisor and program manager; this will include a flexible work schedule such as adjusting hours to accommodate client needs.
2. Visitors to the agency will be limited to parents/guardians and caseworkers, and children only as necessary and with the prior knowledge of the worker they will be present.
3. When home visits occur:
 - a. COVID-19 screening questions will be asked.
 - i. If the individual answers “yes” to any of the symptoms in the health screening, determine if the service is required or if their need can be met through another means (phone call, videoconferencing, consult).
 - ii. If the service is required, consult with your supervisor prior to providing the home visit.
 - iii.
 - b. Staff will wear a face covering and maintain social distancing during visits, regardless of vaccination status.
 - c. All individuals in the home will be asked to wear a mask and maintain social distancing; if they decline and you are uncomfortable with the interaction, contact your supervisor and we will act in accordance with contract requirements and may offer appointments through telehealth as allowed.

Behavioral Health

1. CBMH
 - a. Decisions on what mode of service, face-to-face/virtual/telephonic, are to be made with input from the individual/family served and must be documented on an individualized basis according to the Behavioral Health and Developmental Disabilities Administration (BHDDA). The rationale is to be reviewed and updated regularly as the individual’s needs and the public health crisis evolves.
 - i. Face-to-face home and community-based services must be provided unless they cannot be provided safely to minimize the risk of transmission of COVID-19, or if the family specifically requests telehealth services.

- ii. If F&CS denies the face-to-face service provision when requested and offers only a virtual option, detailed documentation will be needed to explain the health or safety rationale for this decision.
- iii. For those living in a group home staff will need to follow their requirements for in-person visits.
- b. When home visits occur:
 - i. Conduct the COVID-19 health screening questions.
 - ii. If the individual answers “yes” to any of the symptoms in the health screening, determine if the service is required (such as suicide/risk assessment) or if their need can be met through another means (phone call, videoconferencing, consult).
 - 1. If the service is required, consult with your supervisor prior to providing the home visit.
 - iii. All individuals in the home will be asked to wear a mask and maintain social distancing.
 - 1. If they decline and you are uncomfortable with the interaction, consult with your supervisor and we will act in accordance with contract requirements and may offer appointments through telehealth as allowed.
 - iv. Staff will wear a face covering and maintain social distancing during visits, regardless of vaccination status.

2. Contractual Outpatient therapy

- a. Conduct telehealth as appropriate to meet the clinical needs of the client.
- b. Conduct health screening questionnaire for any in-person session in the office.
 - i. Staff who receive screening forms from visitors should follow the instructions on the form to determine if the client should or should not be allowed building access. If the form indicates that the client should not be allowed building access, the therapist will speak with the client in the lobby and arrange for telehealth services and/or reschedule the appointment. If the therapist feels the service is required (such as suicide/risk assessment), the therapist will consult with the Diane Marquess, Behavioral Health Services Director.
- c. Appointments will be scheduled so as not to exceed the maximum capacity of individuals who can be present in the lobby.
- d. Appointments for each therapist will be scheduled with a 15-minute gap in between appointments to allow for cleaning of the office and to limit interaction between clients.
- e. Clients will be asked to not bring additional people to the appointments other than those persons who will be attending the appointment or are needed to assist the person in the appointment.
- f. Clients will be asked to wear a face covering mask by the therapist.
- g. Staff will wear a face covering and maintain social distancing during visits, regardless of vaccination status.
- h. Therapists will designate their first appointment of each day for scheduling vulnerable populations.

Crisis Services

1. Houses

- a. The COVID-19 health screening questions will be asked of all new admissions, visitors to the facilities, and unvaccinated staff.
- b. Unvaccinated staff will take their temperatures at the start of shift.
- c. Visitors will be allowed but may be limited in accordance with any MDHHS epidemic orders, licensing, or MDHHS Communication Issuances. Phone calls and video conferencing will be offered as alternatives to in-person visits.
- d. The Houses may quarantine if youth and staff in the home are exposed to COVID-19. CDC and local health department quarantine procedures will be followed.

- e. Staff will wear a face covering and maintain social distancing during shifts when with youth, regardless of vaccination status.
2. MCR
- a. When home visits occur:
 - i. Conduct the COVID-19 health screening questions.
 - ii. If the individual answers “yes” to any of the symptoms in the health screening, determine if the service is required (such as suicide/risk assessment) or if their need can be met through another means (phone call, videoconferencing, consult).
 - 1. If the service is required, consult with your supervisor prior to providing the home visit.
 - iii. All individuals in the home will be asked to wear a mask and maintain social distancing.
 - 1. If they decline and you are uncomfortable with the interaction, consult with the MOC and we may offer appointments through telehealth as allowed.
 - iv. Staff will wear a face covering and maintain social distancing during visits, regardless of vaccination status.
 - b. Going to the Emergency Departments and other community locations:
 - i. You will be expected to follow the hospital or community location’s guidelines for access to the site.

Social Distancing

Administrative and Environmental Controls-

Supervisors will direct staff to perform their work in such a way so as to reasonably avoid coming within six feet of other individuals. Where possible, staff may be relocated or provided additional resources in order to avoid shared use of offices, desks, telephones, and tools/equipment. The number of employees permitted in any break room or huddle space shall be limited to ensure social distancing restrictions can be followed. Employees should remain in their assigned work areas as much as possible. Employees will be provided with appropriate personal protective equipment as required and physical barriers may be installed for employees commensurate with their level of risk of exposure to COVID-19 and as appropriate.

Social Distancing Requirements

- A. Unvaccinated staff are not to enter another’s workspace without permission and without a mask. The 6 feet distance must be maintained.
- B. All common rooms in the building will be posted with the maximum occupancy. MDHHS, MIOSHA or CDC recommendations regarding in-person meetings will be followed, which may supersede this in-person meeting allowance. Posted signs will be updated to reflect current guidance.
- C. Kitchen areas may be used for eating with appropriate social distancing. Food preparation and storage is allowed.
- D. Unvaccinated staff will not be allowed to gather in the designated “huddle spaces” within the building including the bench in the second level family center. For unvaccinated staff, only one person at a time is allowed in each space.
- E. There are to be no “potluck” group meals (with shared food from home kitchens). Food served at gatherings and meetings shall be served in such a way to limit shared exposure and contact. This may include catered meals with individually packaged/wrapped items, food served by individuals wearing gloves and a KN95 mask, having participants wear gloves to obtain food (and dispose of gloves immediately), utilizing one-per-person serving utensils, etc. Sanitizing wipes shall be used on surfaces used to serve food, before and after use.
- F. Meetings will be held remotely or in person. In-person meeting will be allowed as deemed necessary and conducted in such a way that all persons will remain at least 6 feet apart and will abide by the maximum

occupancy limits posted for the room utilized. MDHHS epidemic orders, MIOSHA rules or CDC recommendations regarding in person meetings will be followed, which may supersede this in-person meeting allowance.

- G. Elevators are only to be occupied by one staff at a time. If possible, use stairs (one person at a time) allowing elevators to be used by those for whom stairs pose a health risk.
- H. Playground equipment may be utilized if not taped off by Leadership. We will follow recommendations of MDHHS epidemic orders or guidance from the Kalamazoo County Health and Community Services regarding public playgrounds.
- I. When transporting persons served is necessary, (any transports should be discussed with your supervisor) care will be taken to social distance and provide ventilation to the degree possible.
 - a. It is recommended:
 - i. passengers refrain from sitting in the front seat
 - ii. vehicle windows be opened
 - iii. avoid recirculating air through the vehicle's ventilation system.
 - iv. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>

Program Specific

Foster Care and Adoption

1. Cubicle barriers have been extended in height between workspaces.
2. Staff may request to work in the office or in a hybrid model of office and home. This will be reviewed, approved and coordinated with supervisor and program manager; this will include a flexible work schedule such as adjusting hours to accommodate client needs.
3. Staff may have rotating days for those who work from the office. Days may be assigned to those staff.
4. Foster children entering the workspace is to be limited to emergency only and staff are to seek supervision. Any foster children entering the workspace of appropriate age are to wear a mask.
5. Staff will continue to use socially distant measures during home visits when they resume. Consideration should be given to using an outdoor location when weather permits.
6. Staff will encourage foster parents to transport foster children whenever possible. When transporting children is necessary, staff will wear a mask and children of appropriate age will be encouraged to wear a mask.
7. Staff will follow DHHS guidance on social distancing.

Family Preservation

1. Work plans may include continuing to work from home and adjust hours for flexibility with the permission of their supervisor and utilizing agency procedures.
2. Staff may request to work in the office, home, or in a hybrid model of work and home. This will be approved and coordinated with supervisor and program manager, this will include a flexible work schedule such as adjusting hours to accommodate client needs.
3. When home visits occur staff will maintain appropriate social distancing while in the home.
 - a. if appropriate social distancing is not possible supervisor will need to be consulted.
 - b. All individuals in the home will be asked to maintain social distancing; if they refuse, we will act in accordance with contract requirements and may offer appointments ~~at the office or~~ through virtual means.
 - c. If possible, visits will occur outside. This option will need to be evaluated for confidentiality.
4. During home visits, if staff will share supplies or equipment with individuals in the home, they will need to either gift the item or sanitize the item before using again.

5. If transportation is believed to be necessary to service delivery, please consult with a supervisor to discuss public transportation, Uber/Lyft, and other options prior to transporting in the staff's vehicle. Staff should try to not have more than one person in their car if it becomes necessary to transport a client.
6. If at all possible, Home visits should be scheduled to allow for sanitation in between appointments.

Behavioral Health

1. CBMH
 - a. When home visits occur, appropriate social distancing will be maintained. If appropriate social distancing is not possible, consult with your supervisor.
 - b. If possible, visits will occur outside. This option will need to be evaluated for confidentiality.
 - c. If transportation is believed to be critical to service delivery, staff are to consult with a supervisor to discuss public transportation options prior to transporting in the staff's vehicle. Staff should try not have more than one person in their car if it becomes necessary to transport a client.
2. Contractual Therapists
 - a. Staff will arrange offices to maintain 6 feet between themselves and their clients.
 - b. If the offices do not allow for 6 feet between themselves and their clients, therapists will need to reserve another room in the Agency where they will conduct sessions.

Crisis Services

1. MCR
 - a. On-call staff during on-business hours will continue to work from home most days.
 - b. Staff will ask families to have only those people living in the home and people involved in treatment be in their homes during our interventions.
 - c. Staff may offer to families that the intervention may be located at the Agency Activity Center rather than in their homes (as long as two staff are present in the Activity Center).
 - d. Staff will maintain appropriate social distancing while in the home. If appropriate social distancing is not possible, consult with your supervisor.
 - e. If possible, visits will be done outside. This will need to be evaluated for confidentiality.
 - f. If transportation is believed to be critical to service delivery, please consult with a supervisor.
2. House
 - a. Staff are expected to report in-person to the House for their shifts.
 - b. Staff are expected to remain 6 feet from residents, to the extent possible, during meals, activities at the table, activities in the gym, when watching tv in the great room, during therapy sessions, and during groups.
 - c. All staff will continue to follow guidelines established to comply with licensing requirements.

Sanitation/Hygiene

Administrative and Environmental Controls

Staff will be provided with access to places to frequently wash hands or to access hand sanitizer. Staff will also be provided with access to tissues and places to properly dispose of them. Signs regarding proper hygiene will be posted. Increased cleaning and disinfecting of surfaces, equipment, and other elements of the work environment will be performed regularly, based on our operations, using products containing EPA-approved disinfectants. Departments will provide staff with access to disposable disinfectant wipes so that any commonly used surfaces can be wiped down.

Hygiene practices

- A. The Agency adjusted air circulations systems to maximize flow of external air into Agency office buildings. Air filters are being treated with an antimicrobial spray.
- B. Staff are instructed to wash their hands frequently with soap and water for at least 20 seconds or use hand sanitizer when hand washing is not available, especially after touching frequently used items or surfaces, after coughing or sneezing, and after using the bathroom.
- C. Avoid touching your face, especially your eyes, nose, mouth.
- D. Sneeze or cough into a tissue and throw it away, or cough/sneeze to the inside of your elbow. Wash hands after coughing or sneezing, as directed in “B” above.
- E. Personal Hygiene posters will be displayed throughout the buildings, including proper hand washing methods.
 - a. Handwashing video-<https://www.youtube.com/watch?v=d914EnpU4Fo&feature=youtu.be>
- F. Hand shaking is also prohibited to ensure good hand hygiene.

Equipment

- A. Staff shall limit the sharing of tools and equipment among staff. This includes pens, white board markers, copy machines and computers. Should any sharing of equipment be required, staff must disinfect and clean each piece of equipment following their use and before any other staff uses the piece of equipment using hand sanitizer, wipes, or sanitizing sprays as provided.
- B. Use of Agency refrigerators, microwaves, stoves, and coffee stations is allowed.
- C. There will be no sharing of candy or snacks from an open bowl on staffs’ desks or in common areas.
- D. When equipment is needed to be shared, cleaning will occur between uses; shared equipment includes copy machines.
- E. In restrooms, please use paper towels to cover hands when turning faucets on and off, and cover hand with paper towel before handling disinfectant spray.

High touch surfaces

- A. Staff will refrain from touching items as much as possible. When possible, sanitize items after each use such as tables, remote controls, arms of chairs, and doorknobs.
- B. The Agency is using long lasting disinfectants on frequently used areas such as door handles, light switches, and stair railings.
- C. Staff should wipe down their workspaces at least twice daily with sanitizing wipes or spray taking note to clean frequently touched surfaces including their workstations, keyboards, and telephones.
- D. Sanitation of staff vehicles used for Agency business will also need to occur and should include wiping down high-touch vehicle surfaces such as door handles, seat belts, and armrests between rides.
 - a. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/rideshare-drivers-for-hire.html>
- E. When possible, electronic forms will be utilized for business purposes rather than exchanging papers.

Sanitizing materials

- A. Hand sanitizer, wipes, tissues, disinfecting sprays and other cleaning supplies will be provided and acquired by the Agency for Agency business use.

Common Areas

- A. All restrooms in the Agency will be “single-use” restrooms, one person at a time, excepting small children who need assistance.
- B. The kitchens in the building can be used for eating, as long as any posted maximum occupancy is not exceeded and social distancing is maintained.
- C. Common rooms :
 - a. Room which have maximum occupancy posted will also have furniture arranged to facilitate social distancing; No additional chairs or tables may be added to a room.
 - b. In common rooms, unvaccinated staff must follow current CDC guidelines regarding face coverings and social distancing.
 - c. MDHHS, MIOSHA or CDC recommendations regarding in-person meetings will be followed, which may supersede the in-person meeting allowance. Posted signs will be updated to reflect current guidance.

Program Specific

Foster Care and Adoption

1. Staff should take only the items that are necessary to conduct the visit.
2. Wipe down computers and phones if used during a home visit.
3. Staff are required to wear PPE during visits and use hand sanitizer before and after appointments.
4. Staff should not shake hands or accept hugs from individuals.
5. No equipment will be shared. If signatures are required, staff will gift a new pen to the individual.

Family Center/Parenting Time

<Z:\Agency Information\Family & Children Services Face to Face Visit Plan 5.28.2020.docx>

Family Preservation

1. Family Preservation Workers should take only the items that are necessary to conduct the visit.
2. Staff are to clean in-between appointments by using hand-sanitizer and wipes for items.
3. Wipe down computers and phones if used during a home visit.
4. Staff are required to wear PPE during visits and use hand sanitizer before and after appointments.
5. Staff should not shake hands or accept hugs from individuals.
6. No equipment will be shared. If signatures are required, staff will gift a new pen to the individual.

Behavioral Health

1. CBMH
 - a. Staff are to only take necessary items into a home visit.
 - b. During home visits staff will not share supplies or equipment with individuals in the home. If signatures need to be obtained, they will gift a new pen to the individual.
 - c. If you want to bring toys or fidgets into the home be prepared to leave them or sanitize them before next use.
 - d. Staff will avoid touching surfaces in home to the extent possible.
 - e. Staff are required to use hand sanitizer before and after appointments.
 - f. Staff are to clean in-between appointments by using hand-sanitizer for hands.
2. All BH
 - a. Staff should not shake hands or accept hugs from individuals.
 - b. No equipment will be shared. If signatures are required, staff will gift a new pen to the individual.
 - c. Any therapy tools or toys utilized in therapy are to be sanitized after each use.
3. Play Therapy rooms in the office are not to be used until further notice.

Crisis Services

1. MCR
 - a. Staff are to only take necessary items into a home visit. Staff are to clean in-between appointments by using hand sanitizer and wipes for items.
 - b. Staff are required to wear PPE and use hand sanitizer before and after appointments.
 - c. Staff should not shake hands or accept hugs from individuals.
 - d. No equipment will be shared. If signatures are required, staff will gift a new pen to the individual.
 - e. During home visits, staff will avoid touching surfaces in the home.
 - f. Once you leave a home, you will need to use hand sanitizer until you are able to wash your hands.
2. House staff will continue to follow guidelines established including:
 - a. Youth in the program will have their temperatures taken twice a day.
 - b. Completing cleaning protocols.

Personal Protective Equipment

Administrative and Environmental Controls

Agency Provided PPE

Staff Use

- A. The Agency will provide disposable face coverings and make these available to all staff. Additional personal protective equipment (PPE) such as gloves and safety glasses will be provided as appropriate. For Residential Youth (house) Staff, KN95 face masks will be provided as appropriate.
- B. Vaccinated staff are not required to wear a face covering, except for program specific guidelines for client visits/appointments/home visits). However, vaccinated staff should feel free to wear a mask of their choosing should they desire to do so.
- C. Unvaccinated staff will follow the CDC's guidance for improving mask effectiveness. This includes:
 1. Wearing a mask that fits snugly against the face.
 2. Wearing a mask that has layers:
 - i. A cloth mask with has multiple layers of fabric.
 - ii. A disposal mask underneath a cloth mask, so that the cloth mask pushes the edges of the disposal mask against the face.
 3. A self-provided KN-95 mask, without layering, is an acceptable face covering for unvaccinated staff.
- D. Unvaccinated staff who cannot medically tolerate a face covering must contact the Director of Operations, Kitty Scheffers to discussion options.
- E. Unvaccinated staff who work in a private office must put on a face covering when they leave their office or when someone comes into that private occupied office.
- F. The Agency will provide PPE which will include the following:
 1. Face Covering Masks
 - i. two cloth masks for self-use and disposable masks for client use. Staff are expected to launder their cloth masks after using.
 - a. Masks are to be washed in water with mild detergent and dried completely in a hot dryer and stored in a clean container or bag.
 - ii. KN95 masks will be provided and should be used only by staff who are a part of a vulnerable population or live in or visit a high-risk environment.
 2. Disinfectant wipes
 3. Hand sanitizer
 4. Disposable gloves as needed, and
 5. Safety glasses are available as requested.
- D. To replenish staff PPE, please refer to the program specific section.
- E. We encourage staff to keep a bag in their vehicles to dispose of used disposable PPE that is removed while traveling, to avoid the PPE from contaminating other surfaces in the vehicle.

Persons Served Use

- A. The Agency has procured cloth face coverings to be provided to persons we serve. These items are available to be signed out by workers in the Agency client pantry. [Pantry sign](#).
 1. Cloth masks may be given to persons served on a consistent basis for re-use on repeat services.
 2. Disposable masks may be given to persons we are serving on a one-time basis for use during that service.
 3. KN95 masks are to be provided to persons served who may be a part of a vulnerable population or who live in a high-risk environment.

Face Coverings Information

[A. How to wear a face mask](#)

[B. How to Don an KN-95](#)

[C. How to Safety Wear and Take Off a Cloth Face Covering](#)

[C. CDC Cloth Face Coverings Information](#)

D. Wearing a Surgical Mask

Program Specific

Foster Care and Adoption

1. PPE is located: Kalamazoo-Family Center Copy Room, Calhoun- Admin's old cubicle
2. Staff will wear a mask during home and community visits. Additional PPE is available to staff at their discretion for use. Staff may choose to wear eye protection and gloves additionally.
3. Staff will educate families on the importance of wearing and using PPE and will provide to them as needed.
4. Staff should not shake hands with clients.

Family Center/Parenting Time

<Z:\Agency Information\Family & Children Services Face to Face Visit Plan 5.28.2020.docx>

Family Preservation

1. PPE is located:
 - a. KZ – Family Center: Reception Area.
 - b. KZ -- West side: Please see your supervisor for assistance
 - c. BC – Jessica's BC cubicle
2. Staff will wear a mask during home and community visits. Additional PPE is available to staff at their discretion for use. Staff may choose to wear eye protection and gloves additionally.
3. Staff will educate families on the importance of wearing and using PPE and will provide to them as needed.

Behavioral Health

1. CBMH
 - a. PPE is located in Kalamazoo, in the meeting room between Angela and Susan's offices.
 - b. Staff will be required to wear a mask during home visits and community appointments. Staff may choose to wear eye protection and gloves additionally.
 - a. Staff will request that clients wear masks and provide a mask to them.
 - b. It is recommended that staff designate a paper or plastic bag available to them to dispose of PPE when traveling in their vehicles.
2. Contractual Therapists
 - a. PPE is located: Heather's office.
 - b. Staff will be required to wear a mask during sessions. Staff may choose to wear eye protection and gloves additionally.
 - c. Staff will request that clients wear masks and provide a mask to them.

Crisis Services

1. PPE is located: In the Activity Center.
2. Houses
 - a. Staff will be required to wear a mask during the entirety of their shift. Staff may choose to wear eye protection and gloves additionally.
 - b. Staff will request that residents wear masks and provide a mask to them.
3. MCR
 - a. Staff will be required to wear a mask during sessions. Staff may choose to wear eye protection and gloves additionally.
 - b. Staff will request that clients wear masks and provide a mask to them.

Contact Tracing and Isolation

Administrative and Environmental Controls

Positive COVID-19 test

- A. Staff are required to notify their supervisor (and/or manager or director) and the Operations Director when they are being tested for COVID-19, and the results of the test as soon as received. When an Employee has a positive test for COVID-19, the agency will:
1. Within 24 hours, notify the local public health department and any coworkers who have been in close contact with the Employee within the two days prior to the onset of symptoms.
 2. Management staff (Supervisor/Program Manager/Director) will notify any additional persons such as contractors or clients.
 3. Follow the Agency Response Plan for dealing with a confirmed infection, which includes guidance on quarantine or isolation.
 4. Discuss leave options with Employee, including documentation paperwork as appropriate.
 5. Clean and disinfect affected areas per CDC guidelines (<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>).
 6. Notify coworkers who may have been in “close contact” with the Employee and provide instructions (see C.2. below).
 7. Maintain confidentiality of Employee.
- B. Consistent with the most current guidance from the CDC and local Health Department (this data may change; current CDC guidance and local Health Department will prevail in all situations), the Employee who tests positive for COVID-19 can return to work when:
1. Local Public Health Department has released the individual from quarantine or isolation or
 2. At least 24 hour have passed fever free, without medication, AND at least 10 days have passed since their symptoms first appeared or since they were swabbed for the test that yielded the positive result, AND other symptoms of COVID-19 are improving (**Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation.)
 3. If the employee is not symptomatic, at least 10 days have passed since they were swabbed for the test that yielded the positive result.

Failed Entrance Screening

- A. Staff who fail entrance screening will only be permitted to return to work under the following circumstances:
1. Staff who display principal symptoms of COVID-19 (fever, atypical cough, or atypical shortness of breath) will not be permitted to return to work until:
 - a. Local Public Health Department has released the individual from quarantine or isolation or
 - b. At least 72 hours (3 days) have passed fever free, without medication; improvement in respiratory symptoms, and at least 10 days have passed since their symptoms first appeared; or
 - c. They receive a negative COVID-19 test and are exhibiting no symptoms
 2. **Unvaccinated staff** who have been in “close contact”* (being within approximately six feet for at least 15 minutes or longer) with an individual who tests positive for COVID-19 or who displays one or more of the principal symptoms of COVID-19 will not be permitted to return to work until either:
 - a. 14 days have passed since the last close contact with the sick or symptomatic individual; or
 - b. Until advised by a health officials, or
 - c. The symptomatic individual receives a negative COVID-19 test.

*NOTE: The “close contact” rule does not apply to the following classes of F&CS employees: Glen’s and Gail’s House staff, all of whom meet the definition of workers at child caring institutions, as defined in MCL 722.111 and per Executive Order 2020-36. These staff members will receive appropriate instructions under the most-current MDHHS guidelines.

3. **Vaccinated staff** who have been in “close contact” (being within approximately six feet for at least 15 minutes or longer) with an individual who tests positive for COVID-19 or who displays one or more of the principal symptoms of COVID-19:
 - a. Per the CDC, if you have been fully vaccinated (2 weeks past your final dose of a vaccine) you DO NOT need to quarantine, stating (<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>):
“People who have been in close contact with someone who has COVID-19 are not required to quarantine if they have been fully vaccinated against the disease and show no symptoms.”
 - b. Monitor for symptoms and be tested if symptoms develop—please let the Operations Director, or Supervisor/Program Manager/Director in Operations Director absence, know if this happens. Otherwise, you can continue to work as normal, continuing to practice our preventive protocols.
4. An employee who has been quarantined or isolated by the local Public Health Department shall not return to work until they have been notified and released by the Public Health Department.

Program Specific

Foster Care and Adoption

1. Staff will keep their Outlook schedule up to date with all in-person face to face contacts including parenting time visits.
2. The Family Center will maintain a visitor log with all family members written down, as well as documenting which room each client utilizes.

Family Preservation

1. Staff will keep their Outlook schedule up to date with all in-person face to face contacts including parenting time visits.
2. The Family Center will maintain a visitor log with all family members written down, as well as documenting which room each client utilizes.

Behavioral Health

1. Staff will keep their Outlook schedule or Streamline schedule up to date with in-person face to face contacts.
2. A daily log will be maintained for staff in the building.

Crisis Services

1. MCR will complete and turn in the demographic sheet for all contacts. The AA will maintain a copy of all in-person face to face demographic sheets for easy reference.
2. The House client databases will be updated daily. A visitor log for anyone visiting the home for more than 15 minutes will be maintained including nursing, psychiatry, or maintenance.