



South Central Missouri Community Action Agency COVID Policies and Procedures

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FACILITY MODIFICATIONS

SECTION 1 – Agency Facilities

Modifications:

- Move office and cubicle spaces to ensure no staff are working in adjoining cubicles with low walls;
- Move office and cubicle spaces to ensure there is at least 6 feet between work spaces or add Plexiglas between workspaces;
- Mark the floors at the entry and throughout the agency facilities when practical for that specific agency facility to ensure 6 feet of distance between individuals at all times;
- Install Plexiglas at desks and entry area;
- Move chairs in any lobby area to ensure 6 feet of space between each chair;
- Provide a space for meeting with clients that ensures 6 feet of distance between customer and staff and/or ensures Plexiglas between the customer and staff, depending on the layout and available space in each agency facility;
- Place touch-free trash cans throughout the agency facility;
- Any available public drinking fountain should be made inaccessible to staff and clients;
- Calculate a maximum occupancy of 120 square feet per person for each agency facility to ensure no more than the allowed number of staff and customers are in the facility at a time;
- Secure hand sanitizer and cleaning supplies for each facility.
- Place signage on front doors
 - ask people with symptoms not to enter
 - the facility is for customers only
 - provide contact information
 - the process for making an appointment
- If possible, doors will remain locked at all times.
- NO visitors will be allowed other than staff or scheduled appointments during work hours.

SECTION 2 – Daily Facility Modifications Staff Must Implement

Each day there are a few facility modifications that staff must make to ensure the health and safety of staff and customers. Please ensure the following occur each day:

- Prop open all doors that can safely be propped;
- Ensure there are cleaning supplies available at the front desk;
- Ensure touch-free trash cans are located in appropriate areas for staff and customers to access easily.

SOCIAL DISTANCING

SECTION 1 – Maintaining Social Distance

One of the most important tools in preventing the spread of the COVID-19 is to maintain 6 feet of distance from other people at all times. As a member of SCMCAA, it is your responsibility to ensure that you keep 6 feet away from your coworkers and customers at all times. To ensure everyone can keep 6 feet of distance from all other people, all staff should do the following:

- Avoid entering a hallway with someone else if you cannot maintain 6 feet of distance;
- Never enter another employee's workspace;
- Never meet with a customer without Plexiglas or 6 feet of distance between you;
- Conduct meetings with other staff over the phone or virtually;
- Don't touch any other employee's office equipment;
- Avoid crowding in spaces like kitchens and bathrooms.
- Staff must maintain 6 feet of distance between themselves and the person using the common space;
- Never eat in a break room, all meals must be consumed at the employee's workspace;

- Communal meals are allowed (12/01/2021) but staff must still allow for social distancing and are not allowed to eat together as a group. Meals must be consumed at the employee's workspace.
- Avoid crowding in the area of file cabinets, printers, or other spaces with shared equipment or files. Staff must maintain 6 feet of distance between themselves and the person using the equipment.
- Shared equipment must be located in an open area.

SECTION 2 – PPE Usage

All staff must wear a mask at all times when moving around within the agency facilities. **Any time a staff person leaves their desk they must wear a mask.** All staff will be provided with masks. Staff are expected to wear their mask in accordance with CDC guidelines, covering the mouth and nose.

*SCMCAA recognizes that some individuals are not able to wear masks for personal medical reasons. Staff should contact Human Resources if they believe they are unable to wear the employer-provided mask.

SCMCAA provided virtual training to all agency employees on the appropriate usage of PPE and the SCMCAA Guide to Re-Opening. All updates to the guide have been provided to staff. Employees are expected to implement all information provided in the agency guide.

SECTION 3 – Cleaning Standards

All staff play a critical role in ensuring cleaning protocols are followed throughout the work day. This work ensures that the agency facility remains a safe place for customers and staff. When implementing the following cleaning standards, please be respectful of individuals with chemical sensitivities. Spray/aerosol cleaners should not be used in agency facilities with employees with chemical sensitivities. In these situations, use only sanitizing wipes.

Hand Washing

Frequent and thorough handwashing is the single most important behavior to prevent the spread of COVID-19. All staff are expected to wash their hands according to CDC guidance with warm water and soap for 20 seconds, or use provided hand sanitizer, when:

- Arriving to work;
- After meeting with a customer;
- Before using the kitchen/break room area;
- After using the restroom;
- After eating;
- After contact with a frequently touched surface such as a door handle, microwave handle, or refrigerator handle.

Individual Surface Disinfection

Each staff member is responsible for cleaning, with provided sanitizing wipes or spray, the following surfaces:

- Their workspace as necessary throughout the day and at the end of the day before leaving;
- Customer meeting space after meeting with a customer;
- Employee meeting space after meeting with a customer;
- All pens, scanners, and any other supplies or equipment after touched by a customer;
- The microwave and refrigerator handles before and after use;
- Any other surfaces in the break room that the employee touches such as knobs, faucets, and drawer pulls.
- Sneeze guards
- Agency cell phones

Special Duty Disinfection – Frequently Touched Surfaces

Each agency facilities must designate one or more individuals to sanitize with wipes or spray the following frequently touched surfaces twice a day, once mid-morning and once mid-afternoon:

- Handrails;
- Door handles/knobs;
- Bathroom door and stall latches;

- Other frequently touched surfaces as determined by the unique agency facilities;
- Copier;
- Agency land line phone;
- Pens used by clients should not be used again during the day. Please use a new pen for each client/family and disinfect all pens at the end of the day.

Each Facility Manager, or their designee, shall ensure daily cleaning is completed and that all staff are wearing masks, as recommended.

SECTION 4 – Children in the Agency Facilities

Children are discouraged but allowed as long as they stay with their parents at all times. One adult per family is recommended. Frequently, customers bring their children with them to the agency facilities. In light of the COVID-19 pandemic children should not be allowed to run freely in the agency facilities. Children must stay within arm’s reach of the parent or guardian who brought them to the agency facility. In the event that a child is running freely, staff should politely remind the parent or guardian that the child must remain within their arm’s reach due to the pandemic. All agency facilities with designated children’s areas must close those areas and remove all tables, chairs, toys, coloring books, etc., available for the use of children.

CUSTOMER INTERACTION

SECTION 1 – Welcoming Customers

Sanitation stations – must be used upon entry by all who enter the building during the day. They must be located as near to the front entry as possible and accessible by all who enter.

05/19/2021

Public restrooms shall be available to any clients or families that have business/appointments in the agency facilities. All staff shall ensure group areas are cleaned after use, and public restrooms shall be cleaned after use by the use of spray disinfectant.

Screening before appointments

Staff must screen customers prior to making an appointment. Ask the following questions during the phone call prior to making an appointment:

1. Do you or a person you live with have a temperature of 100.4F or higher;
2. Do you or a person you live with have two or more of the following: chills, new loss of taste or smell, unexplained body aches, headache, or sore throat;
3. Do you or a person you live with have one or more of the following: dry, non-productive cough that is either new or worsening if chronic, shortness of breath, or difficulty breathing?

If the answer to any of these questions is **YES**, please provide the customer with the phone number to receive services over the phone and ask the customer to make an appointment after their symptoms resolve.

If the answer to these questions is **NO**, continue to make an appointment. Provide the following information for the customer:

1. You will have a health screening upon entry. This will consist of having your temperature taken and answering a series of questions. If there is concern at any time regarding your health, you will be provided the number to receive services over the phone. We are not refusing service, just ensuring the health and safety of our staff and providing services with a different method.
2. You will be asked to sanitize upon entry.
3. We ask that you do not bring anyone with you unless you have a physical disability that requires assistance.
4. Children are discouraged and will be required to be with the adult at all times.
5. You may be asked to wait in your car until you are called to enter.
6. The doors will remain locked at all times.
7. If you object to any of these policies, we can provide you with a phone number to receive services over the phone.

While maintaining 6 feet of distance, staff must ensure customers maintain 6 feet of distance between each other when waiting to check into the agency facilities to receive services.

When greeting a customer at the entry, if the customer presents without their own mask, offer the customer one of the disposable masks available at the sanitation station. Staff should require all customers to utilize the sanitation station upon entry.

Next, the person staffing the entry must ask the customer the following questions:

1. Do you or a person you live with have a temperature of 100.4F or higher;
2. Do you or a person you live with have two or more of the following: chills, new loss of taste or smell, unexplained body aches, headache, or sore throat;
3. Do you or a person you live with have one or more of the following: dry, non-productive cough that is either new or worsening if chronic, shortness of breath, or difficulty breathing?

If the answer to any of these questions is **YES**, please provide the customer with the phone number to receive services over the phone and ask the customer to return after their symptoms resolve.

If the answer to these questions is **NO**, continue the normal process of assisting the customer.

SECTION 2 – Meeting with Customers

After determining what service(s) the customer needs, please direct the customer to the appropriate area. It is critical that customers stay in the designated customer area(s).

When serving customers please remember the following:

- Do not take customers into offices that are not designated and prepared as customer meeting spaces. Always meet with customers in designated meeting spaces;
- Always maintain 6 feet of distance away from customers;
- When available, always meet with customers with using a Plexiglas partition OR maintain 6 feet of distance during the meeting;
- Move furniture away from desks so as to maintain proper distancing;

Staff must maintain 6 feet of distance from customers at all times. Remove any extra chairs from lobby area so that there is only room for one client per staff person at any time, mark areas for chairs in lobby and areas in offices to distinguish the 6 feet social distance. Furniture in the lobby area should not have any material (fabric) that will prevent sanitation. There should be no materials in the lobby that would be used by multiple customers (magazines).

SECTION 3 - Managing Sick Customers

➤ What if a customer responds “yes” to any of the illness screening questions at the check-in desk?

If a customer responds that they have COVID-19 related symptoms, kindly advise the customer that to ensure the safety of the agency facilities customers and staff, individuals with symptoms are to receive services over the phone until they are symptom free. Provide the customer with the phone number to receive services and ask that the customer leave the center and call the number for services.

It is important to stress to the customer that we are not denying services, but are providing services over the phone instead of in person for individuals with COVID-19 symptoms.

➤ What if a customer exhibits COVID-19 symptoms while receiving services in the agency facilities?

Please remember that the only visible symptom of COVID-19 is a dry cough. If a customer is exhibiting a persistent dry cough, it may be necessary to ask the person to leave the agency facility to protect the public health and safety and offer to provide the services over the phone until the symptoms cease. Staff should work with their supervisor to determine the appropriate course of action. Staff should never refuse to provide services, but should offer the services over the phone or virtually for the impacted individual.

NOTE – it is critically important that this guidance is not used in any discriminatory manner. The decision to ask a customer to leave and receive services over the phone should NEVER be based on any discriminatory factor. When in doubt, consult with your supervisor.

- What if a customer says they are recovered from COVID-19?

If a customer indicates that they previously had COVID-19 but are recovered, staff should proceed to provide services as outlined in this Plan.

SECTION 4 - Customer Mask Usage (12/07/2020)

All adult clients, customers and family members will be required to wear masks to receive in person services at our facilities. If the person refuses, then service can be offered virtually, by phone, email, text, fax or other non-contact methods. If the customer states they are unable to wear a mask due to a health related reason, they will be offered a face shield. If they refuse, they will be offered service virtually, by phone, email, text, fax or other non-contact methods.

Our primary consideration is to keep staff safe and healthy while providing services to our community. Our practices are based on the growing number of cases in our area and recommendations from the CDC.

SECTION 5 - Dealing with Difficult Customers

Customers may become frustrated with the change in service and new policies and procedures and may become angry inside the agency facilities. The following is a list of situations that may arise. The first, and most important, point to remember is that if at any time you feel that your safety is threatened, call the police.

- What if a customer threatens to harm a staff member or the agency facilities?

Immediately call the police. If you feel comfortable, ask the customer to leave the agency facilities. After the incident is over, file a detailed incident report with SCMCAA central office.

- What if a customer becomes angry and verbally abusive toward staff?

If a customer becomes verbally abusive and angry, the staff member assisting the customer should remove themselves from the situation and a supervisor should step in to assist the customer. The supervisor should advise the individual that if their tone and/or language does not change, the customer will be asked to leave. If the customer's behavior does not improve, ask the customer to leave and receive services over the phone. If the customer's behavior becomes threatening, phone the police and follow the steps outlined in the section above. After the incident is over, file a detailed incident report with SCMCAA central office.

- What if a customer becomes physically violent?

If a customer becomes physically violent, all staff should immediately move to a safe location, even if that means leaving the individual alone in the agency facilities. Once in a place of safety, call the police. Do not try to engage physically with the customer. After the incident is over, file a detailed incident report with SCMCAA central office.

STAFF CONCERNS

SECTION 1 – Managing Your Own Health

It is critical right now that staff take extra care of themselves to ensure their safety and the safety of their coworkers. The most important step you can take to prevent the spread of illness is to stay home if you do not feel well. Staff who develop a dry cough, sudden loss of taste or smell, or other COVID-19 symptoms should not report to work and should contact their supervisor. **Staff who exhibit any symptoms of illness, even if not respiratory related, should not report to work, and contact their supervisor.**

Beyond that instruction, staff are encouraged to take their temperature each day before coming to work. If your temperature is 100.4 degrees or higher, stay home and contact your physician and supervisor. Staff will not be penalized for calling in sick, even if the staff does not have leave to cover the absence.

SCMCAA staff experiencing COVID-19 symptoms and absent from work will not be allowed to return in an agency facility until authorized by the Human Resources Manager. HR will be following recommendations from CDC to determine eligibility for work.

SECTION 2 – Managing Sick Staff

- What if a staff member notices a coworker with symptoms of COVID-19?

If a staff member reports to the agency facility and other staff notice the employee exhibiting COVID-19 like symptoms such as a dry persistent cough, the staff member should notify their supervisor. The supervisor should work with the Human Resources Manager to determine the appropriate course of action before confronting the employee about the symptoms. In all circumstances, if management determines it is necessary to question the symptomatic employee, the supervisor should ask the employee if they are feeling ill and state that staff noticed a cough or other symptoms. If the employee has no explanation for the cough, the employee should be sent home. However, if an employee has another explanation for the symptoms, such as allergies or another medical condition, staff should not pursue the matter further.

- What if a staff member tests positive for COVID-19?

If a staff member of the agency tests positive for COVID-19, HR will be contacted and will make the determination regarding staffing and facility closure based on current CDC recommendations. Staff may work remotely if approved by HR, their supervisor, and Program Director. The immediate supervisor must document their daily work and ensure the remote work log and additional documentation is submitted with a regular time sheet.

- What if a staff member has contact with a sick person or family member outside of work?

When a staff member has a family member that tests positive for COVID-19, that staff member must not return to work until after HR is contacted and makes a determination according to CDC recommendations.

When a staff member has a family member that is experiencing COVID-19-related symptoms but is not yet tested, or is intending to get tested, that staff member must contact HR and they will instruct the staff regarding their work status and HR will make the decision based on CDC recommendations.

When a staff member is contacted by a health department and notified that they were exposed to an individual who has tested positive, that employee must contact HR and they will instruct the staff person regarding their work status according to CDC recommendations.

- What if a staff member suspects they have COVID-19?

In the event that a staff member develops symptoms consistent with COVID-19 and has been working in an agency facility, the staff member must immediately contact HR for guidance. HR will determine the course of action, based on CDC recommendations.

- Return to Work after Confirmed or Suspected COVID-19 Positive

Staff with a confirmed positive test for COVID-19 must contact HR. HR will make the decision on the course of action, based on CDC recommendations. Staff must have approval from the Human Resources Manager before returning to a work site.

OTHER CONCERNS AND GUIDANCE

SECTION 1 – Staff Travel in 7 County Area

Staff Travel in Agency Vehicles

Although staff will be allowed to ride together to and from worksites, *this is discouraged*. If multiple vehicles are available, please travel 1 staff person to 1 vehicle. If it is unavoidable for traveling together, all staff must be asymptomatic and health screen prior to any trip, and should mask during the trip. Vehicles should be

sanitized prior to and after use. Common areas in the vehicle should be wiped clean before the trip and after the trip.

- Steering wheel
- Gear shift
- Radio
- Other equipment that may have been touched
- Seats
- Outside and inside handles, buttons, door locks
- Sanitize keys before returning to key box

SECTION 2 – Staff Travel (01/2022) Out of Area

Only vaccinated staff will be permitted to travel outside of the agency area for work purposes. Unvaccinated staff will not be approved for agency travel outside of the 7 county area.

SECTION 3 – Home Visitation

Home visits will take place in the location recommended by the funding source. Suggestions include a public park, outside a family home, by virtual means, or by appointment in the facility. Masks must be worn by staff and adults. If outside, staff should bring sanitation cleaning cloths, hand sanitizer, chairs for staff and ask family to bring chairs. Chairs may be provided for families but must be of a material that can be wiped down and cleaned. No fabric chairs, cushions, etc may be used or provided by agency. Do not take any toys or materials that may be used by multiple families. Take only one-use activities and leave any creative materials (crayons, paint, markers) with the family. If books are taken, they must be of the type that can be permanently left with the family. If visits are made in the family home, all agency policies must be followed.

SECTION 4 – Staff Policy and Procedure

Staying on site - Staff are allowed to leave and return. However, *this is discouraged*. If you do leave and are planning to return, you are asked to be mindful of your surroundings, social distance while out of the office, and screen/sanitize upon your return prior to being among your co-workers.

STAFF COMMITMENTS

SCMCAA expects all staff to commit to using safe practices in the agency facilities. SCMCAA expects that all staff will:

- **Stay home if you feel sick, this includes any symptoms of illness;**
- Practice social distancing;
- Wash your hands with soap and water and use hand sanitizer frequently;
- **Wear an employer provided mask in the agency facilities;**
- Maintain a clean work area;
- Cough and sneeze into tissues or your elbow.

SCMCAA expects all staff to abide by the agency policy regarding confidentiality. The policy states: *Information concerning service recipients or the activities and operations of the agency must be treated as confidential and on a need-to-know basis.* DO NOT share with anyone the name or other identifying information of an impacted individual. This is private personal health information. Notification of anyone other than the agency HR Department may be a HIPAA violation.

Staff are expected to abide by the agency policy regarding safe practices in the agency facilities. **This includes wearing a mask in all agency facilities as directed by the agency COVID policy and as recommended by the CDC.** The only exception to the mask policy is if the staff person has a medical excuse. In that case, staff are expected to wear the face shield.

Staff are also expected to wear their masks as required, covering both the mouth and nose. **Supervisors and facility managers are to be observant of all staff in a facility and ensure that all precautions and guidelines are being followed.**

By following the agency policy and CDC guidance regarding mask usage, we can contain the spread of COVID-19, reduce office/center closures, maintain staff health, and allow us to continue to serve communities.

Staff not following required procedures will be disciplined according to agency policy.

SCMCAA COMMITMENTS

SCMCAA's first priority is the safety and health of its staff. SCMCAA welcomes all questions and comments as to how it can improve the safety and effectiveness of the agency facilities. SCMCAA staff can submit questions or concerns directly through the Central Office/HR Department. SCMCAA staff can also speak directly with their supervisors and the Human Resources Manager.

SCMCAA commits to doing everything it can to protect the health and safety of all agency facilities employees. SCMCAA commits to continuing to do everything in its power to protect its employees, but staff must commit as well.

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