

COVID-19 Pandemic Preparedness and Response Guide

Dear employees:

ProCare is deeply focused on keeping our employees and patients safe at our facilities.

As we continue to navigate this new normal, we have developed this manual that lays out processes and raises awareness of new health and well-being protocols and helpful practices. The *Preparedness and Response Guide* includes practical recommendations based on guidelines from the Centers for Disease Control and Prevention and World Health Organization.

This is a working document and will be updated to reflect changes in directives and introduce new recommended practices as they become available.

The manual covers a wide range of topics, including but not limited to:

- Cleaning and disinfection procedures
- Staggering shifts and lunch breaks and other social distancing strategies
- Leave of absence procedures
- Protocols for isolating employees who become ill at work

This Guide can also be found on the company intranet page, along with other helpful materials regarding COVID-19.

If you would like to report unsafe working conditions, please discuss with your Clinical Nurse Manager, Stacy Ward – Director of Clinical Operations, or email hr@procarepain.com.

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Operating Protocol

Personal Protective Equipment

SCOPE OF POLICY

This policy applies to all ProCare Members. For the purposes of this Policy, ProCare's Members includes individuals who would be considered part of the workforce such as employees, volunteers, trainees, and other persons whose work performance is under the direct control of ProCare Pain Solutions.

Purpose

The purpose of this Policy is to set forth standards consistent with federal and state regulations, for the use of PPE during patient care activities. These standards address PPE selection, inspection, donning and maintenance.

Definitions

Administrative Control: An administrative (work practice) control is a change in the way the activity is conducted or a procedure is performed that reduces the likelihood of exposure to a hazardous material, condition or process. Examples include written safety policies, procedures, rules, schedules and training which reduce the duration, frequency and severity of exposure to a hazardous material, condition or process.

Engineering Control: An engineering control is the redesign, replacement or application of equipment to an activity or work environment to reduce or eliminate exposure to a hazardous material, condition or process.

Personal Protective Equipment (PPE): PPE is equipment worn to minimize exposure to a hazardous material, condition or process. Examples of PPE include lab coats, hardhats, safety shoes, gloves, safety glasses, goggles, hearing protectors, respirators, fall and electrical protection devices, and other such devices meant to protect an individual from exposure to a hazardous material, condition or process.

Policy

When used properly, PPE acts as a barrier between infectious materials such as viral and bacterial contaminants and your skin, mouth, nose, or eyes. The barrier has the potential to block transmission of contaminants from blood, body fluids, or respiratory secretions.

All staff

- Have the responsibility to wear personal protective equipment (PPE) appropriately to avoid contamination

- Have the responsibility to inform a manager for the need to replace or reorder PPE as needed
- All staff are required to undertake training on all aspects of PPE and its uses in order to avoid potential contamination with organisms/ infection, must be provided annual updates and training

Managers

- Must ensure that appropriate PPE is available to all staff as needed
- Have the responsibility to ensure local risk assessments are carried out where necessary, e.g. to identify the use of appropriate PPE to ensure adherence to safe practices and ensure that any incidents that occur are reviewed and subsequent actions taken where appropriate
- Have a responsibility to display available, relevant posters detailing information on the use of PPE
- Have the responsibility to ensure training is available and that staff comply with the assigned training

Use of PPE

- Appropriate PPE must be worn at all times per below chart
- Remove PPE carefully to avoid contaminating yourself
- Dispose of PPE in designated containers before leaving area

Gloves	Sterile procedures, When anticipating contact with blood or body fluids, Contact with a patient during contact precautions, Contact with abrasive cleaners, When mixing solutions
Masks	Must be worn in shared spaces, including during in-person meetings and in restrooms and hallways. Also must be work when employees cannot consistently maintain six feet of separation from other individuals in the workplace.
Gown	Potential for contact with or splattering of body fluids or secretions.
Lead Aprons/Shields	Exposure to radiation
Goggles or Face Shield	It is not known if face shields provide any benefit as source control to protect others from the spray of respiratory particles. CDC does not recommend use of face shields for normal everyday activities or as a substitute for masks. If face shields are used without a mask, they should wrap around the sides of the wearer's face and extend to below the chin. Disposable face shields should only be worn for a single use. Reusable face shields should be cleaned and disinfected after each

	use. Potential for splattering or spraying of body fluids, secretions, excretions or sprays of blood, or When mixing or exposure to irritating chemicals. Consider face shields when employees cannot consistently maintain three feet of separation from other individuals in the workplace.
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Donning PPE

GLOVES

- Take gloves out of container
- Grab top edge of the glove
- Slide hand into glove
- Grab second glove touching only the top edge/cuff of the glove
- Avoid touching the skin of the forearm with the gloved hand
- Slide second hand in glove
- Reposition fingers of the glove as needed

Gown

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist

Mask

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin

Goggles or Face Shield

- Place over face and eyes and adjust to fit

Removing PPE

Gloves

- Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away for the hand, allowing the glove to turn inside out
- Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove.
- Discard the gloves

Gown

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer

- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container

Mask

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container

Goggles or Face Shield

- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

Additional Covid -19 Precautions

During the Covid-19 Period, all staff and patients are required to wear masks or face coverings at all times in the pain clinic. Cloth masks are allowed and surgical masks can be used for multiple day use. Mask should be placed in a paper bag over night or washed to eliminate viral growth.

Cloth face coverings should—

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape

ITEM	QUANTITY
Gloves	Minimum 2 week supply
Gown	Minimum 2 week supply
Mask	Minimum 2 week supply
Goggles or face shield	Minimum 2 week supply
Bleach	Minimum 2 week supply
Hand sanitizer	Minimum 2 week supply
Hand soap	Minimum 2 week supply
Disinfectant wipes	Minimum 2 week supply

References

www.osha.gov

www.cdc.gov

<https://www.cdc.gov/hai/pdfs/ppe/ppe->

[sequence.pdf](https://www.cdc.gov/hai/pdfs/ppe/ppe-sequence.pdf)https://www.michigan.gov/documents/CIS_WSH_part33_34779_7.pdf

Preventing the Spread of Infection in the Workplace

We ask all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious—frequent hand washing for 20 seconds with warm, soapy water; covering your mouth whenever you sneeze or cough; wear masks, and discarding used tissues in wastebaskets. Also use alcohol based hand sanitizers when available.

Please visit <https://procarepain.com/resources/covid-19-resources/> or the ProCare Intranet page for additional resources related specifically to COVID-19. The best source of information on this quickly changing situation is the CDC website, <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Staying Home When Ill

During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing symptoms. Contact Human Resources if you need to miss work.

See “Leave Scenario Chart” section within this guide.

See “Employee Tests Positive for COVID” section within this guide.

Processes are also posted on the ProCare Intranet page and the Procure website

<https://procarepain.com/resources/covid-19-resources/>

Social Distancing

1. COVID-19 is thought to spread between people who are in close contact with one another (within 6 feet), through respiratory droplets produced when an infected person coughs, sneezes, or talks. Wear face coverings in shared spaces, including during in-person meetings and in restrooms and hallways. Face coverings must also be worn when employees cannot consistently maintain six feet of separation from other individuals in the workplace. Consider face shields when employees cannot consistently maintain three feet of separation from other individuals in the workplace.
2. Employee workstations must be at least 6 feet apart. When this is not feasible, consider use of face shields around others. Masks are still to be worn at all times.
3. Designate specific "in" and "out" doors to allow one-way foot traffic.
4. Avoid using other employees' equipment. If necessary to share, wipe down equipment.
5. Avoid meeting other employees face-to-face. Employees are encouraged to use the telephone, email, Zoom, or Microsoft Teams to conduct business as much as possible, even when participants are in the same building.
6. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room and sit at least 6 feet from each other if possible; avoid person-to-person contact, ex: shaking hands.
7. Cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
8. Do not congregate in work rooms, pantries, copier areas or other areas where people socialize.
9. No visitors, former employees and employees on FMLA are allowed to enter the building.
10. Wait as long as possible before entering the bathroom after the last person exits. If a multi-stall bathroom, maximum of 2 employees allowed in the room at any given time.

11. Consider using ADP Time and Attendance app on personal cell phone vs shared timeclock at the office.
12. Break Times
 - a. Stagger break start and end times.
 - b. Wash hands upon entry and exit of breakroom or building.
 - c. Wipe down all surfaces including: tables, seats, refrigerator and microwave after each use.
 - d. Remove chairs/tables to allow 6 feet of distancing
 - e. Employees may choose to eat at their desk (if applicable) or car to avoid shared breakroom.
13. Physical barriers of face shields and Plexiglas are available at offices.

Travel

- Use PPE and hand sanitizer when using public transportation.

Telemedicine and Special Hours

- We have utilized telemedicine significantly more than pre-COVID-19. No special hours for patients with chronic conditions will be arranged, majority of patients have chronic conditions.

In-Office Supplies

- Disinfectant wipes and hand sanitizer will be available throughout the floor, including patient entrances. Appropriate time should be made available for employees to wash hands frequently. See Manager for details.

Front Office

- Patients are required to wear a face covering when in the facility, except as necessary for ID or examination/procedure.
- Only patients will be allowed in the waiting room area and back into the exam rooms.
- “Non-essential” visitors will be restricted. Only exception to this is if the patient has cognitive issues.
- Patients will be asked comply with social distancing and stand at the designated spots marked in the offices.
- Patients will have their temperature taken upon arrival. Patients who have a fever of 100.4F or higher, are visibly ill, or respond positively to any of the following questions should be kindly asked to leave the facility immediately and be rescheduled via phone:
 - Have you had a fever of 100.4F or higher in the last 14 days?
 - Are you currently experiencing cough, shortness of breath, headache, body ache, or any other signs of infection?
 - Do you have any reason to believe that you may have been exposed to COVID19?
 - Do you, or have you had, COVID19? If so, when did you have the virus? How long asymptomatic?
- If patients deny the following listed above, okay to proceed with the check- in process
- If charts are handed to patients, be sure to provide clean pens/clipboards and clean equipment afterward.
- Obtain driver licenses and insurance cards for new patients only. Review and manually update information for established patients.
- Encourage patients to make payments online or mail in a check. If receiving payment in office, wash hands and/or sanitize between patients.
- If there have been changes for established patients, please ask the patient to read the information to you
- iPads used for consents at the front and back of the clinics should be wiped down in between every patient
- All magazines need to be discarded and/or anything that is at high risk of contamination Front Office staff are expected to keep the waiting room area clean after patient contact

COVID-19 Temporary Remote Work Policy

PURPOSE

In compliance with the Michigan Occupational Health and Safety Administration Emergency Rules, ProCare Pain Solutions is temporarily permitting remote work for employees whose work activities can feasibly be performed remotely.

ASSESSMENT

ProCare Pain Solutions will determine whether or not employees can feasibly perform their job responsibilities remotely, in full or in part. For some positions, that determination can be made without significant review. For example, employees who must work with equipment that is present in the workplace, have direct contact with patients or other members of the public and/or are responsible for direct oversight of on-site operations generally cannot feasibly work remotely. If it is not clear whether or not an employee can feasibly work remotely, ProCare Pain Solutions will conduct a case-by-case assessment. Considerations related to feasibility of remote work include, but are not limited to: impact on customer relationships/client demands; costs to the Company for coordination of remote work; impact on operations; impact on co-workers; history of poor job performance that shows a need for direct oversight; confidentiality concerns; availability of technology resources (including appropriate security measures) and availability of a conducive remote work environment.

EXPECTATIONS

Employees who are working remotely must comply with all personnel policies and safety standards. These include, but are not limited to, ProCare Pain Solutions' time and attendance policy (including following all call-in procedures for late starting time, early leaving time, or absence), the policies against unauthorized overtime work and those concerning, trade secrets, confidentiality, etc.

ProCare Pain Solutions may ask employees to complete a Remote Work Request form, employees must sign a Remote Work Agreement, and employees must abide by all rules and stipulations listed in the Agreement.

Performance Expectations

To the extent possible, an employee's job duties and responsibilities will not change due to temporary remote work. Professionalism in performance of job duties, work output and productivity, and service to the employee's department, clients, or other customers (internal and external), and related communications, must be maintained by the standards set by ProCare Pain Solutions and the employee's supervisor.

Ongoing Evaluation

Due to the uncertainty of the length and severity of the COVID-19 pandemic, all temporary remote work arrangements will continue to be evaluated on an ongoing basis. For employees who have been previously approved for an ongoing remote work arrangement (unrelated to the COVID-19 pandemic), policies and arrangements applicable to that arrangement will remain in effect.

ON-SITE WORK In the event an employee approved for temporary remote work has a legitimate need to be present at the worksite, the employee is required to follow all ProCare Pain Solutions COVID-19 protocols while on-site.

Such protocols include but are not limited to adherence to this COVID-19 Preparedness and Response Guide, completion of the daily entry self-screening protocols, and adherence to requirements related to face masks and social distancing. Please know that your safety and the safety of your co-workers is critically important to us. Please don't hesitate to ask your supervisor or Human Resources questions.

COVID-19 Cleaning

- **The risk of exposure to cleaning staff is inherently low. Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
 - Gloves and gowns should be compatible with the disinfectant products being used. Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves.
 - If gowns are not available, coveralls, aprons or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing should be laundered afterwards. Clean hands after handling dirty laundry.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
- Cleaning staff should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor.
- Cleaning staff and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
- Everyone should be continuously wiping down all commonly used surfaces frequently throughout the day with anti-bacterial wipes (keyboards, desktops, counters, waiting room chairs, door handles, etc.).
- We will be suspending completion of the PHA's to avoid passing of ipads, all magazines have been discarded, and the CC's have identified other items that they are taking out of service due to higher risk of contamination.
- The ipads used for consents at the front and at the back of the clinics should be wiped down in between every patient.
- If we run out of wipes, we have a large supply of bleach that we can use to make bleach water. The CC's have been sent the CDC recommended recipe for bleach water strength that will kill the COVID-19 virus. Please see "[Disinfecting Bleach Solution](#)" section for instruction.
- We have been in contact with our cleaning company and they are using the CDC guidelines for nightly cleaning, but we all have to do our part in cleaning in between patients. HVAC air filters have been cleaned and disinfected.
- 1. Clean surfaces and objects that are visibly soiled first. If surfaces are dirty to sight or touch, they should be cleaned using a detergent or soap and water prior to disinfection.
- 2. Clean and disinfect surfaces as soon as possible in areas where a person with respiratory symptoms (e.g., coughing, sneezing) was present.

3. Use an EPA-registered disinfectant for use against the novel coronavirus. Refer to the list of products pre-approved for use against emerging enveloped viral pathogens, or the list of disinfectants for use against SARS-CoV-2. <https://www.americanchemistry.com/Novel-Coronavirus-Fighting-Products-List.pdf>
4. Follow the manufacturer's instructions for safe and effective use of all cleaning and disinfection products (e.g., dilution concentration, application method and contact time, required ventilation, and use of personal protective equipment). Review the COVID-19 Chemical Disinfectant Safety Information guide to potential health hazards and the recommended protective measures for common active disinfectant agents.
5. Consult manufacturer recommendations on cleaning products appropriate for electronics. If no guidance is available, consider the use of alcohol-based wipes or spray containing at least 70% alcohol. Use of alcohol-based products may reduce risk of damage to sensitive machine components. Whenever possible, consider using wipe able covers for electronics. Dry surfaces thoroughly to avoid pooling of liquids.

COVID-19 -Deep Cleaning

COVID-19 “deep-cleaning” is triggered when an active employee or patient/visitor is identified as being COVID-19 positive by testing.

If staff are not comfortable performing deep cleaning on their own, they can contact an outside service to disinfect the location.

- **All locations:**
 - Try calling in-house everyday cleaner you have already, see if they can do special COVID cleaning.
 - Jarvis : (866) 452-7847
 - Clear Image Cleaning Service : (616) 583-8249
 - Strength H2O Industrial Solutions: (734) 999-0444
 - BioOne : (616) 724-7971
- **Additional option for Farmington Hills only:**
 - Concraft : (248) 265-3438

Cleaning and disinfecting your building or facility if someone is sick

- **Close off areas** used by the person who is sick.
 - Companies do not necessarily need to close operations, if they can close off affected areas.
- **Open outside doors and windows** to increase air circulation in the area.
- **Wait 24 hours** before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect **all areas used by the person who is sick**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- [Vacuum the space if needed](#). Use a vacuum equipped with high-efficiency particulate air (HEPA) filter, if available.
 - Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
 - Wear disposable gloves to clean and disinfect. For soft (porous) surfaces such as carpeted floors or rugs, clean the surface with detergents or cleaners appropriate for use on these surfaces, according to the textile’s label. After cleaning, disinfect with an

appropriate EPA-registered disinfectant on [List N: Disinfectants for use against SARS-CoV-2external icon](#). Soft and porous materials, like carpet, are generally not as easy to disinfect as hard and non-porous surfaces. EPA has listed a limited number of products approved for disinfection for use on soft and porous materials on List N. Follow the disinfectant manufacturer's safety instructions (such as wearing gloves and ensuring adequate ventilation), concentration level, application method and contact time. Allow sufficient drying time if vacuum is not intended for wet surfaces.

- Temporarily turn off in-room, window-mounted, or on-wall recirculation HVAC to avoid contamination of the HVAC units.
- Do NOT deactivate central HVAC systems. These systems tend to provide better filtration capabilities and introduce outdoor air into the areas that they serve.
- Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
- Once area has been **appropriately disinfected**, it **can be opened for use**.
 - **Workers without close contact** with the person who is sick can return to work immediately after disinfection.
- If **more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
 - Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

When cleaning

- Regular cleaning staff can clean and disinfect community spaces.
 - Ensure they are trained on appropriate use of cleaning and disinfection chemicals.
- Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
 - Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- Wash your hands often with soap and water for 20 seconds.
 - Always wash immediately after removing gloves and after contact with a person who is sick.
 - Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

Materials List:

- Gloves
- Gowns
- Any approved cleaners from link below:
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19>

Disinfecting Bleach Solution

Scope of Policy

This policy applies to all ProCare Members. For the purposes of this Policy, ProCare's Members includes individuals who would be considered part of the workforce such as employees, volunteers, trainees, and other persons whose work performance is under the direct control of ProCare Pain Solutions.

Purpose

To provide interim recommended guidelines for disinfecting frequently touched (high touched) surfaces and objects during COVID-19 in clinic/patient care settings

Bleach: Used as a disinfectant to kill bacteria and mold. Bleach has a strong irritating odor and releases chlorine gas that can be harmful to human health. When using it as a disinfectant, bleach must be diluted to avoid harm to one's health • Use diluted household bleach solutions if appropriate for the surface. Ensure the product is not past its expiration date. Unexpired household bleach will be effective against corona virus when properly diluted.

- Follow manufacturer's instructions for application and proper ventilation.
- For disinfection, diluted household solutions, Alcohol solutions with at least 70% alcohol and most common EPA – registered household disinfectants should be effective • Never mix household bleach with ammonia or any other cleanser

To make Bleach Solution Mix:**

- 5 tablespoons (1/3rd cup) bleach per gallon of water ^{OR} • 4 teaspoons bleach per quart of water

**This solution is only stable for 24 hours. Container used MUST be labeled with date and time it was mixed. Dispose of within 24 hours.

When mixing solution:

- Wear gloves
- Maintain as much distance as possible to prevent inhalation
- Wear protective eye wear/goggles in the event of splash occurs
- Wear masks if available

Surfaces • Wear disposable gloves when cleaning and disinfecting surfaces. Discard gloves after each cleaning. Wash hands immediately after gloves are removed.

- If surfaces are dirty, they should be cleaned using a detergent or soap with water PRIOR to disinfection

Personal Protective Equipment (PPE) and Hand Hygiene

Additional PPE may be required based on the cleaning/disinfectant products being used

- Chlorine can affect ones health depending on how one came into contact with it. The amount one is exposed to and the length of time one is exposed.
- When mixing solution:
 - Wear gloves
 - Maintain as much distance as possible to prevent inhalation
 - Wear protective eye wear/goggles in the event of splash occurs
 - Wear masks if available

References

Centers for Disease Control and Prevention <http://cdc.gov>

Occupational Safety and Health Administration <http://osha.gov>

On-Site Health Screening

CLINICS: ProCare is requiring utilization of an online self-screen questionnaire to be completed before employees leave their home every day before work. This should be done through <https://misymptomapp.state.mi.us/login>, enter employer code 1946-5394. If found to be "at risk", employees are to stay home, do not report to work, and inform their leader and HR of their status immediately. The local health department is to be made aware immediately too.

The below visitor screening questions will be implemented at check in. Additionally, the managers will post signage throughout the clinics, and on the front doors of the clinics. Patients who are visibly ill, or respond positively to any of the following questions should be kindly asked to leave the facility immediately, and be rescheduled via phone. Additionally, we have implemented additional language on our automated reminder call messages for patients to call to reschedule if they are sick.

- Have you had a fever of 100.4F or higher in the last 14 days?
- Are you currently experiencing cough, shortness of breath, headache, body ache, or any other signs of infection?
- Do you have any reason to believe that you may have been exposed to COVID19?
- Do you, or have you had, COVID19? If so, when did you have the virus? How long have you been asymptomatic?

Isolation Protocol

Isolation Protocol for staff who become ill while at work:

If you feel ill or observe a co-worker exhibiting symptoms of COVID-19 while at work, they are to contact the Isolation Coordinator immediately by telephone, so the Isolation Coordinator can wear the appropriate PPE prior to aiding the ill employee. Then the ill employee is to head straight to the isolation room.

Commerce –Shower Room
HP-Physical Therapy Exam Room 1
BR- Physical Therapy Exam Room 2
LK-Physical Therapy Exam Room 9
HO- Patient Exam Room 1
GV-Patient Exam Room A
SO- Patient Exam Room 1 Portage-
Exam Room 1
Marshall- Back Office
St Joe- Exam Room 8
Bay City-PT Treatment Room
Farmington Hills-Exam Room 1

Isolation Coordinator- Mike Batts
Isolation Coordinator- Margaret Talbot
Isolation Coordinator- Barb Crowder
Isolation Coordinator- Jennifer Holt
Isolation Coordinator- Aida Hughes
Isolation Coordinator- Amy Korson
Isolation Coordinator- DiAnn VanDyke
Isolation Coordinator- Katrina Ling
Isolation Coordinator- Amanda Ambs
Isolation Coordinator- Sara Ackerman
Isolation Coordinator- Melissa Gohm
Isolation Coordinator- Julie Glowacki

Isolation Protocol cont.

1. Once the suspected infected employee arrives in the Isolation Room, immediately provide them with a mask and gloves.
2. The Isolation Coordinator must complete a **COVID-19 Case Form (located in this guide)** and immediately call local health department to notify them of the COVID case, and to seek advice regarding transportation and location.

Kent County Health Department	616-632-7100
Ottawa County Health Department	616-396-5266
Muskegon County Health Department	231-724-6246
Mecosta County Health Department	231-592-0130
Bay County Health Department	989-895-4009
Kalamazoo County Health Department	269-373-5200
Montcalm County Health Department	989-831-5237
Berrien County Health Department	269-926-7121
Calhoun County Health Department	269-969-6370
Oakland County Health Department	248-858-1280

3. The Isolation Coordinator should advise employees to contact a physician to determine if testing is needed.
 - If the potentially infected person is well enough to drive their own vehicle, ask them to use it.
 - Call a family member to come and pick them up.

[Ctrl+click here for the MPC COVID Scenario Chart \(also located on intranet\)](#)

EMPLOYEE TESTS POSITIVE FOR COVID - ACTIONS TO TAKE

Completed?

		Completed?
1	Inform and send copy of test results to HR	
2	<p><u>If symptomatic</u>, inform employee that they may return to work when:</p> <ul style="list-style-type: none"> • Resolution of fever without the use of fever-reducing medications <i>and</i> • Improvement in symptoms (e.g., cough, shortness of breath), <i>and</i> • Results are negative from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens) tested using an FDA-authorized molecular viral assay to detect SARS-CoV-2 RNA. See Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus (2019-nCoV). <p><u>If asymptomatic</u>, inform employee they may return to work when results are negative from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens) tested using an FDA-authorized molecular viral assay to detect SARS-CoV-2 RNA.</p>	
3	Obtain from employee a list of co-workers, clients, or others with whom they have had close contact* while working within the 48 hours prior to symptom onset (or prior to test if asymptomatic).	
4	Notify employees, clients, or others with whom they have had close contact while working. Notify employees that they may continue working per usual if they have not tested positive or developed symptoms of COVID. Do not release the name of the specific employee due to medical privacy concerns. Ask employees to inform their Manager immediately if they begin developing symptoms related to COVID.	
5	Immediately notify the local public health department.	
6	Consider notifying the entire workforce of the COVID positive occurrence (without releasing the name or work area of the employee). Assure co-workers that those who have had close contact have already been notified, and they are not considered to have been exposed.	
7	Deep clean and disinfect the facility. Close off any areas or shared equipment used for long periods of time by the sick person. If possible, open outside doors and windows to increase air circulation in these areas.	

*Close contact = less than 6 feet for 15 minutes cumulatively in a 24 hour period (with or without masks)

CONTACT TRACING TOOL - FOR PEOPLE BEING TESTED FOR COVID-19

If you test positive for COVID-19, you will get a call from a public health representative to identify any contacts you have had. This form can help you identify your contacts so you will be ready for the call.

STEP 1 Identify date of first symptoms

If you have had symptoms, put the date you first felt sick OR if you have had no symptoms then put your date of testing ____/____/____

SUBTRACT 2 DAYS: ____/____/____ = Your Contact Tracing Date

STEP 2 Who has been in your house with you since your contact tracing date?

Include people who live in your home, and people who may have visited like friends, a babysitter or anyone else providing in-home services.

	<i>Name of Person</i>	<i>Date Last in Home</i>	<i>Their Phone Number</i>
1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____
4	_____	_____	_____

STEP 3 Make a list of what you did each day since your contact tracing date with as much detail as possible.

Include things like hanging out with neighbors, going to work, running errands, appointments, social or recreational activities outside the house, and if you used public transportation to get there. Use another piece of paper if needed.

Day 1: ____/____/____

<i>Activity</i>	<i>Location</i>	<i>Name</i>	<i>Address</i>	<i>Phone</i>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Day 2: ____/____/____

<i>Activity</i>	<i>Location</i>	<i>Name</i>	<i>Address</i>	<i>Phone</i>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Day 3: ____/____/____

<i>Activity</i>	<i>Location</i>	<i>Name</i>	<i>Address</i>	<i>Phone</i>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Day 4: ____/____/____

<i>Activity</i>	<i>Location</i>	<i>Name</i>	<i>Address</i>	<i>Phone</i>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Visitor and Contractor Protocol

The safety of our employees, customers, and visitors, remains the company's primary concern. To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and visitors we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the building.

See "[Visitor Screening Form](#)" located in this guide.

Employee Training

All employees are expected to comply with ProCare mandatory trainings related to infectious disease. This includes, but not limited to, additional NAPA U courses, policy review, etc.

Employee Cross-Training

Employees may be cross trained to help prevent staffing shortage risk.

Risk Level Assessment

The OSHA Guidance requires that employers classify their workforce based upon the potential for exposure to COVID-19. This classification may necessitate additional protective and/or preventative measures.

Employees will fall into one of four categories: Low Risk, Medium Risk, High Risk, or Very High Risk. In general,

- Low Risk workers are those who do not frequently and/or closely interact with the general public and maintain social distancing among coworkers (e.g., critical infrastructure workers performing manufacturing tasks at least six feet apart);
- Medium Risk workers are those who frequently and/or closely interact with the general public (e.g., grocery store workers);
- High Risk workers are those who have a high potential for exposure to known or suspected sources of COVID-19 (e.g., healthcare workers exposed to known or suspected COVID-19 patients); and
- Very High Risk workers are those who have a high potential for exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or laboratory procedures (e.g., healthcare workers performing aerosol-generating procedures on known or suspected COVID-19)

OCCUPATIONAL RISK PYRAMID



COVID Exposure Risk				
Job Title	Low	Med	High	Very High
Front Office/Check out	X			
Medical Records	X			
Medical Assistant		X		
Desk RN		X		
Procedure Room RN			X	
Rad Tech			X	
Recovery			X	
Care Manager	X			
Clinical Coordinator/Manager		X		
Triage/Phone RN or MA	X			
Reception	X			
IT	X			
Facilities		X		
HR	X			
Scheduling	X			
Billing	X			
Mail Room	X			
Finance	X			

Senior Leadership	X			
Temperature Taker		X		

Symptoms	Coronavirus [†] (COVID-19) Symptoms range from mild to severe	Cold Gradual onset of symptoms	Flu Abrupt onset of symptoms	Seasonal Allergies Abrupt onset of symptoms	Asthma Gradual or abrupt onset of symptoms
 Length of symptoms	7-25 days	Less than 14 days	7-14 days	Several weeks	Can start quickly or last for hours or longer*
 Cough	Common (usually dry)	Common (mild)	Common (usually dry)	Rare (usually dry unless it triggers asthma)	Common (can be dry or wet/productive)
 Wheezing	No	No**	No**	No**	Common
 Shortness of breath	Sometimes	No**	No**	No**	Common
 Chest tightness/pain	Sometimes	No**	No**	No**	Common
 Rapid breathing	Sometimes	No**	No**	No**	Common
 Sneezing	No	Common	No	Common	No***
 Runny or stuffy nose	Rare	Common	Sometimes	Common	No***
 Sore throat	Sometimes	Common	Sometimes	Sometimes (usually mild)	No***
 Fever	Common	Short fever period	Common	No	No
 Feeling tired and weak	Sometimes	Sometimes	Common	Sometimes	Sometimes
 Headaches	Sometimes	Rare	Common	Sometimes (related to sinus pain)	Rare
 Body aches and pains	Sometimes	Common	Common	No	No
 Diarrhea, nausea and vomiting	Sometimes	Rare	Sometimes	No	No
 Chills	Sometimes	No	Sometimes	No	No
 Loss of taste or smell	Sometimes	Rare	Rare	Rare	No

Your symptoms may vary. †Information is still evolving. *If your quick-relief medicine is not helping your asthma symptoms, or if you are in the Red Zone on your Asthma Action Plan, call your health care provider or seek medical attention immediately. **Allergies, colds and flus can all trigger asthma which can lead to shortness of breath, chest tightness/pain and rapid breathing. COVID-19 is the only one associated with shortness of breath on its own. ***If you have allergic asthma, you may have symptoms of both asthma and allergies at the same time. Sources: Asthma and Allergy Foundation of America, World Health Organization, Centers for Disease Control and Prevention. edited 7/15/20 • aafa.org/covid19

Visitor and Employee Forms/Letters

Please utilize the following documents as needed.

- **Visitor Screening Form**
 - o Use before visitors enter the workplace
- **COVID-19 Case Form**
 - o Use for those presenting symptoms at the workplace
- **Notice of Workplace Exposure Form**
 - o Use when employees have been in close contact with confirmed cases of COVID19

COVID-19 Visitor Screening Form

The safety of our employees, customers, and visitors, remains the company's primary concern. As the coronavirus (COVID-19) outbreak continues to evolve and spread globally, the company is monitoring the situation closely and will periodically update company guidance on current recommendations from the Center for Disease Control and Prevention and the World Health Organization.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our employees and visitors we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the building.

Thank you for your time and cooperation.

Contact Information:

Name:

Mobile Number:

Email Address:

Location Name:

Visitor Details:

Company Name:

If the answer to question 1 below is yes, access to the facility will be denied.

1. Are you showing signs of one or more of the following symptoms not explained by a known medical or physical condition?

Temperature > 38 degrees Celsius (100.4 degrees Fahrenheit) or higher, an uncontrolled cough, shortness of breath; or (ii) at least two of the following not explained by a known medical or physical condition: loss of taste or smell, muscle aches ("myalgia"), sore throat, severe headache, diarrhea, vomiting, abdominal pain?

Yes

No

2. Is the information you provided on this form true and correct to the best of your knowledge?

Yes

Signature: _____

Date: _____

Employee or Visitor COVID-19 Case Form

Visitor Name or Employee Number:

Job Title:

Location of Isolation:

Address:

Symptoms noticed:

- Temperature > 37.778 degrees Celsius (100.4 degrees Fahrenheit) or higher
- Shortness of breath, difficulty breathing
- Cough
- Loss of taste or smell
- Sore throat
- Muscle Pain
- Severe Headache
- Diarrhea
- Vomiting
- Abdominal Pain

Time of fever onset: _____ Time of isolation: _____

Symptoms and isolation periods will be updated periodically as information becomes available following the emergence of a pandemic virus strain.

Where referred to:

Notes:

DETAILS OF REPORTER

Name:

Job Title:

Phone Number:

Notice of Exposure to a Communicable Disease

We have been notified that one of our employees has been diagnosed with the novel coronavirus, also known as COVID-19. According to the Centers for Disease Control and Prevention (CDC), the virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs, talks, or sneezes.

If you experience symptoms of respiratory illness (fever, coughing or shortness of breath), please contact your health care provider to determine if testing is needed.

For more information on COVID-19, including symptoms and treatment, visit the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-risk-assesmenthcp.html>

Facility Signage

(these MUST be posted where appropriate)

WELCOME

Do you have your mask on? Please put on a mask before entering.

Thank You

In compliance with Michigan Executive Order 2020-107, a new legal obligation to wear a face covering, 7 miles from the border.

Thank you for helping ensure the safety and well-being of our community.

Please keep your social distance.

ONLY 2 occupants in this restroom at a time.

Remain 6-feet apart.

The longer you wait to use the restroom after the last occupant, the less you will risk contracting coronavirus.

STOP

WASH YOUR HANDS

BEFORE LEAVING THIS AREA

STOP

Take Your Temperature

Normal body temperature is 98.6°F / 37°C

STOP Feeling Sick? Stay home when you are sick!

If you feel unwell or have the following symptoms, please leave the building and contact your health care provider. Then follow up with your supervisor.

DO NOT ENTER if you have:

- FEVER
- COUGH
- SHORTNESS OF BREATH

www.cdc.gov/coronavirus

THANK YOU FOR

COVID-19

6 FEET

SOCIAL DISTANCING

What you should know about COVID-19 to protect yourself and others

Know about COVID-19

- COVID-19 is a new coronavirus that causes respiratory illness.
- COVID-19 spreads from person to person through respiratory droplets.
- COVID-19 spreads from surfaces that someone touched.
- COVID-19 spreads from animals to humans.

Know how COVID-19 spreads

- People spread COVID-19 by coughing or sneezing into the air.
- People spread COVID-19 by touching surfaces that someone touched.
- People spread COVID-19 by touching their eyes, nose, or mouth.
- People spread COVID-19 by touching surfaces that someone touched.

Protect yourself and others from COVID-19

- Wash your hands often with soap and water for at least 20 seconds.
- Wash your hands often with soap and water for at least 20 seconds.
- Wash your hands often with soap and water for at least 20 seconds.

Know what to do if you are sick

- Stay home when you are sick.
- Wash your hands often with soap and water for at least 20 seconds.
- Wash your hands often with soap and water for at least 20 seconds.

www.cdc.gov/coronavirus

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.

- Wash your hands often with soap and water for at least 20 seconds.
- Wash your hands often with soap and water for at least 20 seconds.
- Wash your hands often with soap and water for at least 20 seconds.

www.cdc.gov/coronavirus

EMPLOYEE RIGHTS

PAID SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE UNDER THE FAMILY FIRST CORONAVIRUS RESPONSE ACT

The Family First Coronavirus Response Act (FFCRA) provides paid sick leave and expanded family and medical leave to eligible employees.

PAID SICK LEAVE ENTITLEMENTS

- Up to one week (56 hours) of paid sick leave for each eligible employee.
- Up to 10 days (80 hours) of paid sick leave for each eligible employee.

ELIGIBLE EMPLOYEES

- Private employers with at least 50 employees.
- State and local government employers.
- Transportation providers.
- Health care providers.
- Manufacturing, retail, and food service workers.

QUALIFIED REASONS FOR LEAVE RELATED TO COVID-19

- Is unable to work because of COVID-19.
- Is unable to work because of COVID-19.
- Is unable to work because of COVID-19.
- Is unable to work because of COVID-19.

ENFORCEMENT

The U.S. Department of Labor (DOL) and the U.S. Department of Justice (DOJ) have authority to investigate and enforce compliance with the FFCRA. Employees may file a complaint with the DOL or DOJ.

www.dhs.gov

Wash YOUR HANDS!

Wet

Get Soap

Scrub

Rinse

Dry

Handing yourself with soap and water for 20 seconds!

www.cdc.gov/coronavirus