



# **Wolverine Human Services COVID-19 Response Plan**

Revisions:

04/30/20; 05/21/20r; 06/04/20r; 06/29/20r; 07/06/20r, 07/17/20r, 07/31/20r, 08/20/20r; 11/18/20r;  
12/16/20r

During this global COVID-19 pandemic, Wolverine Human Services (WHS) has outlined the following response plan according to local health departments and/or federal CDC guidelines, which are designated to provide methods for reducing the transmission of potential hazards specific to COVID-19. The response plan can be located on PayCor LMS for WHS employees and Wolverinehs.org.

COVID-19 is an infectious disease caused by the severe acute respiratory syndrome Coronavirus 2 (SARS-CoV-2). SARS-CoV-2 is easily transmitted through the air from person-to-person through respiratory aerosols, and the aerosols can settle and deposit on environmental surfaces where they can remain viable for days.

Wolverine Human Services will evaluate routine and reasonably anticipated tasks and procedures to determine whether there is actual or reasonably anticipated employee exposure to SARS-CoV-2.

**Quarantine vs Isolation:**

Quarantine – Separation from others, limited movement, and monitoring of symptoms and screenings of well individuals who may have been exposed to COVID-19.

Isolation – Separation from well individuals and restricted movement for positive COVID-19 individuals. Monitoring of symptoms and screenings to be completed on isolated individuals.

**Close Contact** – Means someone who was within 6 feet of an infected person for at least 15 minutes or more (can be cumulative) within a 24-hour time frame starting from 2 days before illness onset (or for asymptomatic person, 2 days prior to specimen collection) until the time the person is isolated.

**Known Case** – Means persons who have been confirmed through diagnostic testing to have COVID-19

**Suspected Case** – Means persons who have symptoms of COVID-19, but have not been confirmed through diagnostic testing or persons who have had close contact with a person who has been confirmed through diagnostic testing to have COVID-19

**Summary of Changes / Updates**

**December 16, 2020**

- COVID Committee Review

**November 18, 2020**

- COVID Committee Review

**August 20, 2020**

- Update to cleaning procedure

**July 31, 2020**

- Admission / Assessment process regarding COVID

**July 17, 2020**

- Changes to the Guidance from CDC

**Wolverine Human Services will use various measures to minimize risk of infection at program locations for clients and staff. The State of Michigan Director of Children Services and team meet with all providers weekly to discuss recent Communication Issuance (CI) from the state and further COVID, Child Caring Institution (CCI) and Foster Care information. Due to continued updates the policy may be revised.**

- Home visitation and family visitation will return with safety guidelines in place.
- Off site visits such as medical runs, court hearings, etc. will resume. Any off-site visit may require staff and client to wear masks and be screened prior to attending.
- Social distancing practices (6-feet apart) are to be used by all staff and clients if possible and elimination of hand shaking
- Reduction of staff to include direct care workers and immediate supervision. Enable staff to work from home if possible.
- Increased cleaning and disinfecting for all areas and routine cleaning of frequently touched surfaces
- Disinfecting of agency vehicles after every use
- Elimination of break rooms and eliminate and/or cleaning of congregate areas
- Elimination of coffee pots, drinking fountains, gymnasium, copy machine
- Prohibit workers from using other worker's phones, desks, offices, or other work tools and equipment, when possible
- Partnership with local and external entities to provide reusable masks
- Screening measures will include temperature checks and questions for all staff and visitors. Screening measures will also be completed daily on every client and new intakes.
- Masks will be required to be worn by all staff at all times while at WHS facilities. Mask wearing means masks must cover the mouth and nose appropriately and worn indoors at all times (unless in an office alone) or outside if social distancing is not possible. Masks are not required to be worn by clients but are highly encouraged to be worn. Masks are required in the medical departments by clients. If a client is sick with COVID or suspected to be infected with COVID, they are required to wear a mask. Reusable masks have been provided by Human Resources for staff use. Please refer to WHS handbook regarding appropriate dress code, which would include masks.
- Hands are to be washed at the beginning of WHS workday and throughout the workday
- Hand sanitizer will be available at all sites
- Quarantine and/or isolation area procedures will be followed during COVID-19 pandemic, along with any guidance additionally provided by the local health department and/or federal CDC.
- Personal Protection Equipment (PPE) is available for WHS staff to be used to protect from hazards or exposures with COVID-19.
- WHS process for reporting and requesting PPE items
- Client admissions and assessment process
- Client home visit and day pass process
- Process in place for client complaint and possible/confirmed COVID-19
- Instructions on how to have COVID-19 testing completed
- COVID visitation policy
- Response plan for contract workers
- Information of how to care for self if possible or positive COVID-19

## WHS Entry Screening for temperature and screening questions

### • Temperature using no-touch thermometer

- Remove any dirt or hair from the forehead area.
- Press ON/OFF (measure button or trigger) button.
- Position no touch thermometer 1 to 2 inches from forehead; never in the eyes
- Keep head still during measurement. Do not move the thermometer during measurement.
- If temp is 100.4 degrees F or greater:
  - **Staff** - Recheck temperature after 5 minutes.
  - If after 5 minutes, temp is still 100.4 F or over, staff are to contact Human Resources and supervisor. Staff will be sent home for self-quarantine until symptom free and temp free for 24 hours. Once symptom free and temp free (without the use of fever reducing medication) for 24 hours, staff are to speak to management before returning. If their symptoms continue, staff should contact their medical provider.
  - **Visitor** – Recheck temperature after 5 minutes.
  - If after 5 minutes, temp is still 100.4 F or over, individual will not be allowed into WHS facility
  - Client admissions and residing clients - Recheck temperature after 5 minutes.
  - If after 5 minutes, temp is still 100.4 F or over, client is to be placed in quarantine. (Refer to Client Admission and Assessment Process)
- Cleaning and disinfection are required between each use to avoid contamination.
  - To clean the monitor:
    - Switch off the monitor.
    - Wipe surface of monitor using a soft cloth dampened with cleaning solution (Isopropanol 70%).
    - Wipe off cleaning solution with a clean cloth dampened with water.
    - Dry the monitor.
  - To disinfect the monitor (since Isopropanol is used for cleaning and disinfecting the monitor, a new cloth is required to be used for the disinfecting step):
    - Switch off the monitor.
    - Wipe surface of monitor using a soft cloth dampened with disinfectant solution (Isopropanol 70%).
    - Wipe off disinfectant solution with a clean dry cloth.

### • Screening Questions

- Have you in the last 14 days had the following:
  - Fever of 100.4 or over
  - Cough
  - Difficulty breathing
  - If yes, leave site and contact Human Resources. If it is a visitor, leave site and contact doctor. If client, client is to be placed in quarantine. (Refer to Client Admission and Assessment Process)
  - If no, proceed to question 2
- Have you had any known contact with someone with the COVID-19/Corona virus or contact with someone who may have been exposed to the virus?
  - If yes, leave site and contact Human Resources. If a visitor, leave site and contact doctor. If client, client is to be placed in quarantine. (Refer to Client Admission and Assessment Process)
  - If no, proceed to work site.

## Facemask Procedure

How to properly wear a mask:

1. Hold mask by ear loops away from face. If a disposable mask, color side should be facing outwards. Ensure that the mask covers the nose and mouth. Place loops over ears.
2. If there is a metal strip or stiff edge on the mask, pinch the strip or edge to it takes the shape of your nose bridge.
3. Remove the mask by holding the ear loops.
4. If mask is disposable, dispose of mask in normal waste containers. If reusable, wash before use.
5. Wash hands with soap and water (follow hand washing procedure) after disposal of mask.



### Step 1:

Hold the mask via the ear loops, and ensure that it covers your mouth and nose. Then place the loops over your ears.



### Step 2:

Pinch the metal strip or stiff edge of the mask so it takes the shape of your nose bridge.



### Step 3:

Once the mask is soiled, remove it by holding the ear loops.



### Step 4:

Dispose soiled mask into the bins.



### Step 5:

Wash your hands thoroughly with soap and water after disposing the mask.

## Mask Up, Mask Right

✓ Right What to wear	✓ Right How to wear	✗ Not right
 Three-layered washable cloth mask	 Secured over the nose and mouth	 Neck garter or loosely tied bandana
 Three-layered medical-grade disposable mask	 Tightly fitting without gaping	 Mask with vents
 Approved KN95		 N95 masks intended for healthcare workers
		 Face shield worn without a mask (except for individuals who cannot medically tolerate a face covering)
		 Noticeable gaps, holes or vents

### Need help getting a mask?

Residents can pick up a free mask from partner sites across the state, including most local DHHS offices and Community Action Agencies. Find a distribution site at [Michigan.gov/MaskUpMichigan](https://www.michigan.gov/MaskUpMichigan) or call the COVID-19 hotline at 888-535-6136.



## Handwashing Practices

Hand washing is required by all Employees at punch in. Handwashing is a simple and crucial way to prevent the spread of infectious disease. Proper handwashing includes the following procedure:

1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
2. Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.
3. Scrub your hands for at least 20 seconds.
4. Rinse your hands well under clean, running water.
5. Dry your hands using a clean towel or air dry them.

WHS encourages all staff and clients to wash their hands in all circumstance below:

1. At the start and end of every shift worked
2. Before, during, and after preparing food
3. Before eating
4. Before and after caring for someone who is sick
5. Before and after treating a cut or wound
6. After using the toilet
7. After blowing your nose, coughing, or sneezing
8. After touching garbage



## **Quarantine / Isolation Area Procedures**

Quarantine / isolation procedures outlined below will be followed during COVID-19 pandemic, along with any guidance additionally provided by the local health department and/or federal CDC.

- Affected client(s) will be restricted to a designated living area separate from all other clients in care. This area will have signs posted designating it as a quarantine and/or isolation area.
- All visitors and staff members will check-in with staff assigned to supervise client(s) before being allowed in the quarantine and/or isolation area. The assigned staff member will log all visitors and staff members that enter the area for possible outbreak investigation.
- Cleaning and disinfection should be completed in exposed areas once a known case of COVID-19 is discovered. Cleaning will be done with household cleaners and disinfected with diluted bleach solution (1/3 cup of bleach per gallon of water), alcohol solution with at least 70% alcohol, or an EPA-registered disinfectant.
- Prior to entering quarantine and/or isolation areas, personal protective equipment (PPE) will be issued to WHS personnel in accordance with anticipated exposure and according to health department/CDC guidelines. Staff members will wash hands and use PPE as instructed. Appropriate handwashing facilities will be stocked near the quarantine and/or isolation area, including alcohol-base sanitizer.
- When leaving the quarantine and/or isolation area, staff members will properly remove PPE to prevent contamination of self and the environment outside the quarantine and/or isolation area.
- WHS personnel supervising affected clients will practice social distancing and minimize personal contact with affected clients.
- Clients' personal belongings will be kept to a minimum, with all items necessary for their personal hygiene kept within their reach.
- All non-essential furniture will be removed, and any remaining furniture will be easy to clean and non-absorbent.
- Affected clients will only be allowed to leave the quarantine and/or isolation area in the event of emergency or for daily hygiene practices.
- All bathroom sanitation practices will be followed immediately after affected client(s) have used bathrooms. Bathroom cleaning will be done with household cleaners and disinfected with diluted bleach solution (1/3 cup of bleach per gallon of water), alcohol solution with at least 70% alcohol, or an EPA-registered disinfectant, and cleaning products will be left in the quarantine and/or isolation area.
- All sanitation practices (except for laundry) will be followed once before the conclusion of each work shift or more often in the quarantine and/or isolation area. Daily cleaning will be done with household cleaners and disinfected with diluted bleach solution (1/3 cup of bleach per gallon of water), alcohol solution with at least 70% alcohol, or an EPA-registered disinfectant, and cleaning products will be left in the quarantine area.
- Any non-critical equipment needed for client care (stethoscope, thermometer, etc.) will be dedicated to the quarantine and/or isolation area and not removed. Any equipment that must be removed must be cleaned with soap and clean water and then disinfected with diluted bleach solution (1/3 cup of bleach per gallon of water), alcohol solution with at least 70% alcohol, or an EPA-registered disinfectant.
- Wear disposable gloves when handling dirty laundry from an ill person and then discard gloves after each use. If possible, do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Clean and disinfect clothes hampers.

## Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is available to be used to protect from any hazards or exposures. PPE is any outer wear that is worn to reduce the chance of touching, being exposed to, and spreading germs and/or virus'. All staff and/or clients should use PPE when there will be contact with COVID-19. All PPE will be locked up in designated areas. PPE will be dispensed and inventoried by designated staff. PPE should be worn when caring for clients in isolation. Remove and dispose of PPE safely to protect others from being exposed to germs. Before leaving your work area, remove all PPE and put it in designated waste containers that are different from other waste containers. For PPE used for COVID-19, PPE can be placed in garbage bags and disposed as normal waste. WHS has gloves, masks, gowns, shoe covers, and goggles available for potential exposure.

- **Gloves** – Wearing gloves protects your hands from germs and helps reduce the spread of germs. Gloves should be worn if contact involves a risk of contact with bodily fluids. Gloves should be changed between clients. Gloves are for single use and should be disposed properly after use. Avoid touching outer surfaces of gloves when removing. Wash hands after disposal of gloves.
- **Masks** – Masks cover your mouth and nose. Masks can help stop germs in your nose and mouth from spreading. It is mandatory for WHS staff to wear masks at all times at WHS facilities, unless in an office alone or outside if social distancing. Disposable masks are for single use and should be disposed properly after use. Cloth masks are reusable and should be laundered after every use. Avoid touching outer surfaces of masks when removing. Wash hands after disposal of masks. During this time of minimal PPE, disposable N-95 masks can be reused by following instructions below. Disposable surgical masks cannot be reused.
  - N-95 mask reuse recommendations
    - After use, hang used mask in a designated storage area or keep in a clean, breathable storage container such as a paper bag between uses
    - Do not store masks where they touch each other
    - Name of person using mask should be clearly marked on mask and storage container
    - Storage containers should be disposed of or cleaned regularly
    - Clean hands with soap and water or an alcohol-based hand sanitizer before and after touching or adjusting the mask
    - Avoid touching the inside of the mask
    - Use a pair of clean (non-sterile) gloves when donning a used mask and performing a user seal check
    - Discard gloves after mask is donned and any adjustments are made
- **Eye Protection** – Goggles or face masks can be reused but should be cleaned properly after use. Goggles or face masks should be cleaned with soap and clean water and then disinfected with diluted bleach solution (1/3 cup of bleach per gallon of water), alcohol solution with at least 70% alcohol, or an EPA-registered disinfectant. Avoid touching outer surfaces of goggles when removing. Wash hands after use and cleaning of goggles.
- **Clothing** – Gowns and shoe covers are used to protect staff and clients from bodily fluids. Gowns and shoe covers should be worn by anyone in contact with a person who is in isolation due to illness that can be easily spread. Gowns and shoe covers should be changed between clients. Disposable gowns and shoe covers are for single use and should be disposed properly after use. Cloth gowns are reusable and should be laundered after each use. Avoid touching outer surfaces of gowns and shoe covers when removing. Wash hands after disposal of gowns and shoe covers. Gown reuse practices may be used temporarily during periods of expected shortages.
  - Gown reuse recommendations:
    - Plastic gowns – Clean gowns should be kept in designated clean area. Prior to use, gown should be inspected for any thin or ripped areas and disposed of if unrepairable. Care should be taken to ensure that staff do not touch outer surface of gown during care. Gowns should be cleaned with soap and clean water and then disinfected with diluted bleach solution (1/3 cup of bleach per gallon of water), alcohol solution with at least 70% alcohol, or an EPA-registered disinfectant after each use and hung to dry after each use.



- Cloth gowns – Clean gowns should be kept in designated clean area. Prior to use, gown should be inspected for any thin or ripped areas and mending completed if needed. Care should be taken to ensure that staff do not touch outer surfaced of the gown during care. Gowns should be placed in designated dirty laundry receptacle. Gowns should be laundered after each use. Gowns made of washable fabric can be safely laundered according to routine procedures, taking care not to shake laundry and reused. Mask, goggles, and gloves can be worn to protect person completing laundry.
- Disposable – Clean gowns should be kept in designated clean area. Not to be re-used
- If no gowns are available, consider using gown alternatives that have not been evaluated as effective. In situations of severely limited or no available gowns, the following pieces of clothing can be considered as a last resort for care of COVID-19 clients as single use. However, none of these options can be considered PPE. Preferable features include long sleeve and closures (snaps, buttons) that can be fastened and secured.
  - Disposable laboratory coats
  - Reusable (washable) patient gowns
  - Reusable (washable) laboratory coats
  - Disposable aprons
  - Combinations of clothing:
    - Long sleeve aprons in combination with long sleeve gowns or laboratory coats
    - Open back gowns with long sleeve gowns or laboratory coats
    - Sleeve covers in combination with aprons and long sleeve gowns or laboratory coats

#### **WHS Process for Reporting and Requesting PPE Items**

- One person at each location/site/department will be responsible for reporting and requesting PPE items. Please work with warehouse on who will be the designated person.
- PPE inventory reporting and requesting should be sent monthly if site has no isolation unit(s) using the PPE Order Form. This should be completed the first business day of the month.
- PPE inventory reporting and requesting should be sent weekly if site has an open isolation unit(s) using the PPE Order Form. This should be the first business day of the week.
- Completed PPE Order Form should be sent to warehouse for processing and inventory purposes.

### **Wolverine Human Services Client Admission and Assessment Process**

- Require COVID health assessment from funding source prior to coming to WHS programs
- WHS complete COVID health assessment at intake
- If symptoms, recent positive COVID-19 test, or close contact with someone with COVID-19, client is placed in quarantine.
  - Notify Program Manager and/or Director and WHS Health Services of client being placed in quarantine and the reason
  - Close contact with someone with COVID-19 or possible COVID-19 and asymptomatic – quarantine 10 days
    - If after 10 days there are no symptoms, client can be released from quarantine
  - Symptoms – client must be symptom free (without the use of medications) and improved symptoms for 24 hours and 10 days since first onset of symptoms
  - Client may be sent out for testing as needed per medical recommendation.
    - Clients who test positive and symptomatic are placed in isolation until 24 hours without fever (without using fever reducing medications), improved symptoms, and 10 days since first onset of symptoms.
      - Can be placed in general population once client has gone 24 hours without fever (without using fever reducing medications), has improved symptoms, and has been 10 days since first onset of symptoms.
    - Clients who test positive and asymptomatic and remain asymptomatic are placed in isolation for 10 days from date of positive test.
      - Can be placed in general population after 10 days from positive test date if client remained asymptomatic.
- If no concerns on assessment at intake, client is placed in general population.

### **Wolverine Human Services Client Home Visit / Day Pass Assessment Process**

- Provide parents/guardians CDC handout and COVID-19 prevention tips to follow prior to visit
- Home visit / day pass visit to parents/guardians will be permitted if person or persons being visited have agreed in writing to abide by safety measures as recommended by the CDC to reduce exposure to COVID-19 for at least two weeks prior to scheduled visit, and does not have a known exposure to COVID-19 or symptoms of COVID-19 or has received a negative test result since known last exposure
- Prescreen parents/guardians prior to home visit / day pass with following questions:
  - In the past two weeks have you had any close contact with a person suspected or confirmed of having COVID-19?
  - In the past two weeks have you had a fever?
  - In the past two weeks have you had a cough?
  - In the past two weeks have you had shortness of breath or difficulty breathing?
- If any of the questions answered yes, re-schedule visit and suggest parent/guardian contact their health care provider.
- Upon client return to WHS, clients will enter through designated entrance and be screened by Shift Supervisor by completing COVID Health Assessment Form
- If symptoms, recent positive COVID-19 test, or close contact with someone with COVID-19, client is placed in quarantine.
  - Notify Program Manager and/or Director and WHS Health Services of client being placed in quarantine and the reason
    - Close contact with someone with COVID-19 or possible COVID-19 and asymptomatic – quarantine 10 days
      - If after 10 days there are no symptoms, client can be released from quarantine
    - Symptoms – client must be symptom free (without the use of medications) and improved symptoms for 24 hours and 10 days since first onset of symptoms
  - Client may be sent out for testing as needed per medical recommendation.
    - Clients who test positive and symptomatic are placed in isolation until 24 hours without fever (without using fever reducing medications), improved symptoms, and 10 days since first onset of symptoms.
      - Can be placed in general population once client has gone 24 hours without fever (without using fever reducing medications), has improved symptoms, and has been 10 days since first onset of symptoms.
    - Clients who test positive and asymptomatic and remain asymptomatic are placed in isolation for 10 days from date of positive test.
      - Can be placed in general population after 10 days from positive test date if client remained asymptomatic.
- If no symptoms or concerns on assessment, client can return to general population.

## Process for client complaint and possible/confirmed COVID-19

- Client complaint of feeling ill
- Medical staff assess client
  - Medical staff assessing symptomatic clients should have an N-95 (or equivalent) mask, at minimum, to protect themselves and complete COVID-19 assessment form
  - N-95 (or equivalent) mask reuse recommendations
    - After use, hang used mask in a designated storage area or keep in a clean, breathable storage container such as a paper bag between uses
    - Do not store masks where they touch each other
    - Name of person using mask should be clearly marked on mask and storage container
    - Storage containers should be disposed of or cleaned regularly
    - Clean hands with soap and water or an alcohol-based hand sanitizer before and after touching or adjusting the mask
    - Avoid touching the inside of the mask
    - Use a pair of clean (non-sterile) gloves when donning a used mask and performing a user seal check
    - Discard gloves after mask is donned and any adjustments are made
- If client is suspected of having COVID-19 (cough, fever of 100.4 F or greater, shortness of breath, fatigue or general feeling of discomfort, complaint of loss of sense of taste and/or smell, exposure to COVID-19), they should be housed in a designated quarantined area.
  - Tylenol to be administered every 4 to 6 hours if needed
  - Temperature should be documented on QuickMar every 4 to 6 hours
  - WHS medical will determine if COVID-19 testing needs to be completed
- If client develops emergency warning signs listed below, 911 should be called
  - Trouble breathing
  - Persistent pain or pressure in the chest
  - New confusion or inability to arouse
  - Bluish lips or face
  - This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning
- Client will remain in quarantine until symptom free and temp free for 24 hours without the use of medications and 10 days or negative COVID test if tested.
- If client's COVID-19 test comes back positive, client needs to be moved to isolation area and symptoms monitored and documented
  - Keep warm and rest as much as possible. If you feel tired, then rest, it is important to listen to your body
  - Drink plenty of fluids. Gatorade, water, juice. Stay hydrated. Please avoid alcohol and pop
  - For fever, take Tylenol/Acetaminophen in normal doses (see label on bottle)
  - Upon notice of confirmed case(s), all living and communal areas are to be cleaned and disinfected with more frequent routine cleaning and disinfecting to continue
    - Ensure high touch surfaces are frequently cleaned and disinfected
      - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
- If symptoms get worse, please contact physician or call 911
- If client was COVID-19 tested and was positive with symptoms, client can be moved back to general population after 10 days (or 20 days for clients whose symptoms are worse or have severe to critical illness) have passed since symptoms first appeared and at least 24 hours have passed since last fever without the use of fever-reducing medications and symptoms have improved.

- If client was COVID-19 tested and was positive and asymptomatic, client can be moved back to general population after 10 days have passed since the date of their first positive COVID-19 test.
- Test-based strategy is no longer recommended to determine when to discontinue Transmission-Based Precautions.
- For clients previously diagnosed with symptomatic COVID-19 who remain asymptomatic after recovery, retesting is not recommended within 3 months after the date of symptom onset for the initial COVID-19 infection. In addition, quarantine is not recommended in the event of close contact with an infected person.
- For clients who develop new symptoms consistent with COVID-19 during the 3 months after the date of initial symptom onset, if an alternative medical cause cannot be identified, then the client may warrant retesting. Consultation with infectious disease or infection control experts is recommended. Isolation may be considered during this evaluation based on consultation with an infection control expert, especially in the event symptoms develop within 14 days after close contact with an infected person.
- For clients who never developed symptoms, the date of first positive COVID-19 test should be used in place of the date of symptom onset.

## Instructions on how to have COVID 19 testing completed for clients

### If sending client off site for testing to GLBHC testing location:

- Take completed Quest requisition with client
- Make sure the following is on the Quest requisition
  - WHS account number
  - WHS provider
  - Client name, dob and insurance information
  - ICD-Z20.828; Test 39448; Code 87635

### If sending client off site for testing to non-GLBHC testing location:

- Take face sheet with client

### If completing test on site:

- Complete a COVID 19 log sheet
- Complete order and/or lab requisition
- GLBHC Order form must have the following on it for client specimens:

For WSTC:

PRIORITY STATUS

Quest Account # 22213519

Dakima Bridges, FNP; NPI # 1659645125

GLBHC/Wolverine Human Services, Saginaw

2424 Outer Drive; Saginaw, MI 48601

Test – 39448; Code 87635

Coronavirus SARS w/CoV-2 RNA, Qualitative Real-Time RT\_PCR Quest

Diagnosis ICD – Z20.828; ICD10 – Z20.828

For Vassar:

PRIORITY STATUS

Quest Account # 22279471

Katelyn Barton, NP; NPI # 1093228900

GLBHC/Wolverine Human Services, Vassar

1015 Commerce Drive; Vassar, MI 48768

Test – 39448; Code 87635

Coronavirus SARS w/CoV-2 RNA, Qualitative Real-Time RT\_PCR Quest

Diagnosis ICD – Z20.828; ICD10 – Z20.828

- Print face sheet
- Complete a label for specimen container with client name, dob, and dos

Example: Smith, John

DOB: 01/01/2005

DOS: 07/01/2020

- Place order and face sheet in Quest bag
- Place Personal Protection Equipment on
- Place completed label on specimen container
- Ask client their name and date of birth
- Complete test and place swab in specimen container
- Seal bag
- Contact Quest for pickup of sample

## COVID VISITATION POLICY

### Family/Guardian Visits

#### Designated locations (outside venues possible, weather permitting)

- Visitor entry allowed only through designated entrances to allow for proper screening
  - Vassar House: Yoga Room, Cafeteria
  - Clarence Fischer Center: Training Center
  - Pioneer Work and Learn Center: Mess Hall in lodge
  - Wolverine Growth and Recovery: Common area in lodge and recreation unit
  - Wolverine Secure Treatment Center: Training Center
  - Wolverine Center: Room near entrance and visit room near restroom

#### Plan for sanitizing visit spaces

- Immediately prior to visit, visitation area to include, but not limited to tables, chairs, door handles, light switches
- Doors propped open for decreased contact
- Periodic disinfecting during visits

#### Transportation guidance

- There will be no transportation provided at this point. Once it has been determined to safely transport families, an updated communication will be sent out.

#### Additional Notes

- Signage will be posted to explain proper safety protocols, face mask application, and visitation areas
- Parent/Guardians will be required to notify the Family Worker/Permanency Planning Specialist prior to the visit, much like completed before if they needed transportation. However, everyone should make those arrangements due to limited space
- Visiting hours will be 12:00 pm to 2:00 pm to provide sites time to sanitize visiting areas
- WHS will maintain a log of visitor(s), arrival and departure times, contact information, and require that visitors attest, in writing, that they will notify the facility if they develop symptoms consistent with COVID-19 within 14 days after visiting
- Will limit the gathering of non-residents consistent with the provisions of any executive orders
- Prohibit visits to clients who are in isolation or quarantine except for limited visitation with a parent, foster parent, prospective adoptive parent, or guardian.
  - Visitor must wear all recommended PPE appropriate for the level of contact with the resident and nature of tasks being performed
  - Visits may resume when client is advised by healthcare provider or public health professional that they have completed their period of isolation, quarantine or they meet CDC criteria for discontinuation of isolation or quarantine

#### Plan for utilization of COVID-19 screening questions

- Vassar: Completed by the Operations Booth upon arrival
- WSTC: Completed by Master Control upon arrival
- Wolverine Center: Completed by Safety and Support Team upon arrival

#### Face Coverings

- All persons entering the facility are required to wear a face mask or shield
- If unable medically to tolerate face mask, visitation may be conducted outdoors or by video

### Supervision

- Site will provide 3 persons to monitor family visits. Minimally 2 clinical, and additional SST or extra staff

### Participant Safety

- 2 visitors per client
- Provide visitors documentation that includes
  - Recognition of signs and symptoms of COVID-19
  - Who to notify if they develop signs or symptoms of COVID-19 at the facility or within 14 days of visiting the facility
  - Appropriate handwashing and sanitization techniques
  - Appropriate methods for donning and doffing face masks
  - Appropriate methods for containing coughs and sneezes
  - Social distancing recommendations
  - Updated information regarding conditions that increase the risk of severe complications from COVID-19 infection
- As a condition of visitation, WHS must log visitor arrival and departure times, contact information, and require that visitors attest, in writing, that they will notify the facility if they develop symptoms consistent with COVID-19 within 14-days of visiting
- Parent/Guardian: screening questions
- Temps upon arrival,
- Masks required for all visitors
- Sanitize hands at check-in when entering and leaving the visit
- Clients: masks, sanitize hands prior to entering visit area and wash hands upon unit return
- Social distancing (6 feet between adults/staff)
- Ensure tissue, sanitizer and trash receptacles are available

### Staff Safety

- Masks
- Hands free check-in (have case notes prepared ahead of time (see below for additional idea), parent signs and places in a tray, places pen in a cup labeled used so they can be sanitized before the next person uses)

### Snacks/activities/drinks.

- None will be provided. All vending machines, microwave and coffee pots not available

### DHHS, Referral Source Worker, GAL/Attorneys

- Please make arrangements/notification prior to visiting any Wolverine facility to properly and adequately prepare a room and staffing.
- All safety, sanitation, screening and other congregate area procedures will be in effect.

If any visitor develops signs or symptoms of COVID-19 or test positive within 14 days of visiting, please notify Human Resources at (989) 823-3040.



## COVID-19 Response Plan for Employee tasks and procedures for safety

As Wolverine Human Services continues to work to help Children to be Victors, we must also take steps to ensure the safety of all employees during the Coronavirus pandemic. The following procedures should be followed to make sure that all staff stay healthy and virus free.

### Modifying the Workplace

- Physical Workplace Modifications – Wolverine Human Services (WHS) may make changes to employees' desks or workstations, and overall floor plans. This may include the following:
  - Separating desks and workstations to ensure that there is 6 feet between each station
  - Adding partitions to open floor plans
  - Closing common spaces, including conference rooms and break rooms
  - Modifying high touch surfaces (e.g., propping doors open) to avoid employees unnecessarily touching surfaces.
  - Posting signage around the facilities to remind employees of social distancing protocols
  - Establishing contactless drop zones for all deliveries including mail, packages, and food
  - Visitors and Vendors – please refer to agency procedures
- Workplace protocols – to keep employees safe, WHS will change protocols for in-person interactions and physical contact. This will include the following:
  - Establishing and enforcing a crowd control plan to ensure that as few employees are in the building at once
  - Prohibiting in-person meeting (and trainings) whenever possible and encourage the use of virtual meetings (and trainings) instead
  - Limiting the size of in-person gatherings, meetings (and trainings) to less than 10 people
  - Encouraging employees to avoid sharing workstations and equipment
  - Staggering mealtimes and breaks to avoid having large groups of employees together at once
  - Banning all out of state business travel until further notice
- Employee Scheduling – to minimize the number of employees at work at any given time, changes to employee scheduling may need to be made and enforced. Some of these changes may include the following:
  - Permitting only essential employees in the facilities
  - Encouraging employees who can work remotely to do so
  - Staggering shifts
  - Creating groups of employees that are to work together in shifts throughout the pandemic response

Disinfecting the Workplace – Before reopening the workplace, WHS should clean and disinfect offices and other areas of the facility. The cleaning process is as follows:

- Wear proper PPE – Don't risk exposures or contamination while cleaning. Be sure to wear PPE, including gloves and a mask, while cleaning the workspace. Avoid touching your eyes, face or mouth, or any personal electronic device, while you clean.
- Clean first, then disinfect – Disinfect works best on already clean surfaces. As such do a general cleaning before you start disinfecting the office or building. Go beyond the standard cleaning routine, and make sure to pay close attention to the following areas:
  - Entryways and exits
  - High touch common surfaces (e.g. light switches and plate covers, doors, cabinets, sinks, stair railings, countertops, beverage machines, refrigerators and elevator buttons, if applicable).
  - Employee workstations
  - Electronics
  - Tables, chairs, and desks

- Disinfect all spaces with an EPA-registered disinfectant – Double-check that the disinfectant being used is rated by the Environmental Protection Agency and listed on EPA's List N: Disinfectants for Use Against SARS CoV-2, the virus that causes COVID-19. Disinfect all possible spaces, focusing on high traffic and commonly touched surfaces.
- Replace air filters – Increasing the ventilation and changing out old air filters can help promote workplace health.

Employee Screening, Exposure, and Confirmed Illness Protocol – Keeping employees safe is a priority, and given the contagious nature of COVID-19, screening and exposure protocols are as follows:

- Step One Employee Screening
  - If the employee is coming onto site, Staff in charge will take employees' temperatures via the infrared thermometers
  - Temperature of 100.4 F or more
  - Yes – Have staff sit down and wait. Re-check in 5 minutes. Proceed to Step 2 if the temperature is below 100.4 F
  - If it stays at or above 100.4 F, leave site and contact HR
- Step Two Employee Screening
  - Staff in charge will ask, in the past 2 weeks have you had:
    - Fever of 100.4 F or over
    - Cough
    - Difficulty Breathing
  - Yes – Leave site and contact HR
  - No – Proceed to Step 3
- Step Three Employee Screening
  - Have you had any known contact with someone with COVID-19/Coronavirus? Have you had any contact with someone who may have been exposed to COVID-19/Coronavirus?
  - Yes – Leave site and contact HR
  - No – Proceed to site

Exposure and Confirmed Illness Protocol – Employees who test positive for COVID-19 or believe they have been infected will be instructed to follow the advice of a qualified medical professional and self-quarantine. When self-quarantining, employees should:

- Stay away from other people in their home as much as possible, staying in a separate room and using a separate bathroom if available.
- Not allow visitors
- Wear a face mask if they must be around people
- Avoid sharing household items, including drinking cups, eating utensils, towels and bedding.
- Clean high-touch surfaces daily
- Continue monitoring their symptoms
- Staff should not return to work until it has been approved by Human Resources.
- When an employee tests positive for COVID-19, deep cleaning procedures will be triggered.

Social Distancing Guidelines – Employees are to follow social distancing best practices throughout the facility, including but not limited to cafeterias, common areas and office spaces. Specifically encourage employees to:

- Stay six feet away from others when working or on breaks. Where a minimum distance cannot be maintained, engineering or administrative controls will be in place.
- Avoid job tasks that require face-to-face work with others when possible. If this is unavoidable, employees will be provided with masks, face shields, physical barriers, and other workplace controls to ensure their safety.
- Avoid contact with others whenever possible (e.g., handshakes).
- Avoid touching their faces.

- Avoid touching surfaces that may have been touched by others when possible
- Distance themselves from anyone who appears to be sick
- Avoid gathering when entering and exiting the facility. Employees should also only enter and exit designated areas.
- Follow any posted signage regarding COVID-19 social distancing practices
- Disinfect their workspace often
- Avoid touching their face
- Avoid nonessential gatherings

Use of Personal Protection Equipment – These are the best practices for use of PPE where needed at WHS facilities:

- Gloves – Employees may contract COVID-19 by touching contaminated surfaces and then touching their face. Gloves are an effective way to prevent COVID-19 from getting on an employee’s skin. They are also a good reminder not to touch their face.
- Face shields, face masks, and eye protection – Viruses can be transmitted through the eyes and mouth via viral particles known as aerosols. Face shield, face masks, and eye protection can help protect employee from these particles.

#### Personal Hygiene and Etiquette

- Respiratory etiquette and hand hygiene – WHS encourages good hygiene to prevent the spread of COVID-19. This involves the following:
  - Providing tissues and no touch disposal receptacles
  - Providing soap and water in the workplace
  - Placing hand sanitizers in multiple locations to encourage hand hygiene
  - Reminding staff not to touch their eyes, nose, or mouth
- Staying home when sick – WHS encourages employees to err on the side of caution if they’re not feeling well and stay home when they’re sick or are exhibiting common symptoms of COVID-19 (e.g., fever, cough, and shortness of breath).

#### Employee Training

- Training is completed during orientation on universal precautions, how to use PPE, and on COVID-19. PPE training is also located on the WHS website and PayCor LMS for employees to access.
- Medical staff to train any employees on proper PPE usage prior to working in isolation areas, which will be documented through managerial training forms and submitted to HR for employee records

#### Record Keeping

- Records for employee training will be retained in employee records
- Records for contract tracing will be retained by each facility

## COVID-19 Response Plan for Contract Workers

During this global COVID-19 pandemic, Wolverine Human Services (WHS) has outlined policies according to local health departments and/or federal CDC guidelines, which are designated to provide methods for reducing the transmission of potential hazards specific to COVID-19. The infectious disease preparedness and response plan has been completed to help guide protective actions against COVID-19 for contract workers who would need to enter Wolverine Human Services locations. All safety, sanitation, screening, and other congregate area procedures will be in effect.

- Contract workers must make arrangements and/or notification with Wolverine Human Services (WHS) contact person prior to visiting any WHS facility.
- Upon entering any WHS facility, screening measures will be completed by Operations Booth for Vassar location, Master Control for WSTC, and Safety and Support Team at Wolverine Center. Screening measures will include temperature checks and questions
  - Temperature check with no-touch thermometer
    - If temp is 100.4 degrees F or greater, recheck after 5 minutes
    - If still 100.4 F or over, contract worker will not be allowed into WHS facility and should contact their medical provider
  - Screening Questions
    - Have you had the following in the last 14 days had a fever of 100.4 F or over, cough, or difficulty breathing?
      - If yes, contract worker will not be allowed into WHS facility and should contact their medical provider
    - Have you had any known contact with someone with COVID-19 or contact with someone who may have been exposed to the virus?
      - If yes, contract worker will not be allowed into WHS facility and should contact their medical provider
- All contract workers entering WHS are required to wear a mask or face shield, which is not provided by WHS
- All contract workers are required to wash and/or sanitize hands when entering and leaving WHS facilities
- Social distancing (6-feet) practices are to be used by contract workers if possible and eliminate hand shaking
- Areas where contract workers will be should be cleaned prior to entering and after leaving and periodically during visit
  - Cleaning periodically during visit will be the responsibility of the contract worker
- Signage will be posted to indicate any quarantine and/or isolation area's
- If contract worker will be in quarantine and/or isolation areas, appropriate Personal Protection Equipment (PPE) is required to be worn, which should be provided by their agency
- Vending machines, microwaves, coffee pots, and break rooms will not be available
- If any visitor develops signs or symptoms of COVID-19 or test positive within 14 days of visiting, please notify Human Resources at (989) 823-3040.

### **How to take care of yourself with possible Coronavirus (COVID-19):**

- Please stay home when you are sick (this virus is more than 2 times as contagious as the flu)
- Avoid people who are sick (6 feet rule)
- Avoid touching your eyes, nose, and mouth
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray
- Facemasks should be used by people who show symptoms of COVID-19 to help prevent the spread of the virus. Cloth or homemade facemasks should always be worn when leaving the home
- Anyone caring for you (IF NECESSARY) should use a facemask
- Wash your hands often with soap and water for at least 20 seconds
- Wash, especially after using the bathroom, before eating, and after blowing your nose, coughing, or sneezing
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol

### Treatment

In general, follow these three basic rules:

- Keep warm and rest as much as possible. If you feel tired, then rest, it is important to listen to your body
- Drink plenty of fluids. Gatorade, water, juice. Stay hydrated. Please avoid alcohol and pop
- For fever, take Tylenol/Acetaminophen in normal doses (see label on bottle)

**If cough is present:** Use a humidifier and drink lots of fluids. This helps to moisten and loosen up sticky mucus. Non-prescription drugs designed to suppress cough, such as Robitussin, Mucinex, and honey are occasionally helpful. If you use an inhaler, you might need to use it more often.

**If throat is sore:** Gargle with warm water (1/2 tsp salt in 1/2 glass of water). Try cold packs to the outside of your throat to help ease the pain of swallowing. Humidify the air you breathe (use vaporizer, pans of evaporating water, or steaming tub or shower) and lots of fluids.

**If temperature is elevated:** Fluids are VERY important. Fever medicine (such as Tylenol or Acetaminophen) should control temperature. Persistent temperature elevation of 103 to 104 degrees is a danger sign.

**If nausea and/or diarrhea are present:** Eat only clear liquids, soups, or juices. Remember fluids are important to prevent dehydration.

If symptoms get worse, you think you need emergency help, or have the following symptoms, contact your physician or call 911

- Persistent temperature elevation great than 103 degrees despite fever medication
- Bloody sputum/phlegm or increasing chest pain
- CAN'T BREATHE – shortness of breath is getting worse
- Stiff neck preventing bending neck and placing chin on chest