

Community Based Care
Integrated Health

COVID-19 Reopening Plans

I. Guiding principles

We recognize the decision about how and when we reopen depend on many factors but include:

- a. When the state and counties reopen, we are not required to reopen. We will make a decision that best meets the needs of our employees, partners and clients.
- b. Our decisions will be data driven and consistent with CDC and Health Department guidelines.
- c. We recognize that there will be a gradual reopening. As others have referred to it – it will not be a light switch that is goes on or off but, more like a dimmer switch.
- d. When we reopen, we will take steps to ensure the ongoing health of our employees and clients.
- e. We recognize the needs of our workforce to serve and protect their families, and will do what we can to accommodate them while ensuring our clients’ needs are met.
- f. Front line staff should be given clear guidance on steps to protect themselves and our clients.
- g. We will regularly communicate with all our partners and ensure that front line staff, caregivers and clients receive consistent messages from all of us.

II. Phase 1 – **“Essential Use.”**

- a. All buildings remain closed to visitors and everyday office use. Only essential services will be provided in our buildings.
- b. During this phase, the MIS department in partnership with the Human Resources Department will continue to explore ways to enhance productivity for remote work and minimize the need for staff to enter any buildings.
- c. During this phase, the Foundation, Human Resources Department and Training Department will continue to provide on line team building and engagement activities.
- d. Meetings will be conducted by Zoom or other video technology.
- e. The Following services are deemed essential services but are not an exclusive list of essential services:
 - i. Osceola Children’s Advocacy Center provision of victim evaluations and services. The Center will screen all visitors using the attached Embrace Families Screening questions and a no-touch thermometer.
 - ii. Limited training that cannot be conducted via zoom. Any training usage has to be approved by Training Director and Chair of the Emergency Response Team.
 - iii. Drug testing.
 - iv. Accounting services needed to process payments of accounts payable.
 - v. Family Visitation Centers. These services will follow the attached Family Visitation Policy.
 - vi. Records rooms will be operating but restricted to records room staff only. Extra precautions will be taken to protect records room staff.

- f. Additional essential services may be approved by building executive directors in consultation with Chair of Emergency Response Team.
- g. During this phase, the following services will be provided even if not conducted in our buildings:
 - i. Monthly visits with caregivers, parents and children will continue to be conducted by video technology unless safety criteria requires a face to face visit. When safety requires a face to face visit, the case manager or caregiver support manager will use the attached Embrace Families Screening questions prior to the visit and use the following precautions:
 - 1. Wearing personal protective equipment including gloves and mask;
 - 2. Bringing separate pen to leave if documents need to be signed;
 - 3. Conducting as much of the visit as possible outside;
 - 4. Maintaining six feet social distance from all being visited.
 - ii. When a Pathways worker requires a face to face contact with a client, the same procedures as monthly face to face visits will be followed.
 - iii. Home inspections for the purposes of licensing or relicensing. Home inspectors must follow the attached Home Study Protocols during COVID-19 Pandemic which incorporates the attached Embrace Families Screening Questions.
 - iv. Embrace Families Community Based Care and its partners will continue to identify matters ready for permanency. Working in partnership with the Department, efforts will be made to push the courts to use its modified procedures to ensure that these matters are heard and resolved.

III. ***“Phase 2 – Limited Access”***

- a. The following team will make a recommendation to the Executive Leadership of when to begin Phase 2: Chair of Emergency Response Team; County Executive Directors; Vice Presidents; and, Director of Human Resources. The County Executive Directors and Vice Presidents will seek input from collocated partners in this decision to move to phase two.
- b. The decision to implement Phase 2 will be made on a county by county basis. Some buildings may remain in Phase 1 if their county does not meet the criteria for Phase 2. It is also possible that a building that previously was in Phase 2 may return to Phase 1 based on deterioration of conditions in their county.
- c. The following criteria will be used by the team to decide when to move a building to Phase 2:
 - i. No confirmed or suspected cases of COVID-19 in the buildings within a 14-day period; or if confirmed or suspected cases have occurred in the building, a deep cleaning and disinfecting of exposed areas have been done with the applicable employee self-quarantined.
 - ii. No local or state stay at home orders in effect.
 - iii. Improvement of the COVID-19 conditions in the community over a 14 day period including:

1. improved numbers of confirmed COVID-19 cases and deaths in relation of the community's population density;
 2. downward trajectory of positive tests as a percent of total tests;
 3. size of particularly vulnerable populations; and,
 4. availability of medical facilities including emergency and intensive care capacity.
- d. There will be at least a two week notice distributed to all employees and collocated partners prior to the implementation of Phase 2.
 - e. Prior to the implementation of Phase 2, each building will have a deep cleaning.
 - f. Employees will still be allowed and encouraged to work remotely.
 - g. No more than 50 percent of those that work in the buildings – including Embrace Families employees and our co-located partners - will be allowed in the building at the same time.
 - i. Each Department and collocated partner will submit a plan on how each will stagger employees to ensure no more than 50% of the workforce will be in the building at any one time.
 - ii. Plans will be reviewed by the Human Resources Department in consultation with the Chair of the Emergency Response Team prior to approval.
 - iii. Accommodations will be made to help working parents address childcare issues and to safeguard employees with underlying health conditions.
 - h. Employees will be required to follow the attached Building Safety Information for Employees and Visitors. Prior to returning to the office, all employees will participate in a training on safety measures and proper use of personal protective equipment and agree to comply with the Building Safety Information.
 - i. All employees and visitors will be required to have their temperature taken when entering the building. Employees may take it at home or upon arrival at the office. There will be no touch thermometers located in all the buildings. Anyone with a temperature higher than 100.4 will be asked to leave the building and not return until a negative COVID-19 test result or an alternative explanation for the temperature.
 - j. Records rooms will be operating but restricted to records room staff only. Extra precautions will be taken to protect records room staff.
 - k. During this phase, the MIS department in partnership with the Human Resources Department will continue to explore ways to enhance productivity for remote work and minimize the need for staff to enter any buildings.
 - l. During this phase, the Foundation, Human Resources Department and Training Department will continue to provide on line team building and engagement activities.
 - m. Business meetings will continue to be conducted by Zoom or other video technology.
 - n. Case related meetings (Youth Transition, Family Services Team, etc.) will follow the attached Embrace Families Spatial Distancing Face to Face Meetings Protocols.
 - o. Monthly visits with caregivers, parents and children will be conducted by video technology unless safety criteria requires a face to face visit. If safety requires it or the Department mandates more face to face visits, the case manager or caregiver support manager will use the attached Embrace Families Screening questions prior to the visit and use the following precautions:

1. Wearing personal protective equipment including gloves and mask;
 2. Bringing separate pen to leave if documents need to be signed;
 3. Conducting as much of the visit as possible outside;
 4. Maintaining six feet social distance from all being visited.
- p. When a Pathways worker requires a face to face contact with a client, the same procedures as monthly face to face visits will be followed.
 - q. Adaptations to ensure social distancing and safety will be made to work areas, common areas and meeting rooms.
 - r. Meeting rooms will have a dramatically smaller capacity.
 - i. Chairs will be removed to ensure compliance.
 - ii. Community groups will not be permitted to reserve our rooms.
 - iii. Room priority will be given to case related meetings and necessary trainings that cannot be conducted via Zoom or other video technology.
 - s. Due to the limited use of the building, there will not be a requirement to have staff at our reception desks. All visitors should make appointments if they are entering the building.
 - t. Business visitors to our buildings are discouraged and only permitted when necessary for the operations of the buildings. Business meetings should be conducted by Zoom or other video technology.
 - u. Business travel is only permitted when approved by the CEO or COO.
 - v. Short of a return to Phase 1, buildings may be shut down if the building has been exposed by someone with COVID-19.
 - i. The Chair of the Emergency Response Team in consultation with the Executive Director or COO will make the decision to close a building.
 - ii. The shutdown will occur upon possible exposure until there is a confirming positive test results.
 - iii. When confirmed, the building will remain closed until cleaned.
 - iv. Those employees who came in contact with the person with a positive test will be contacted and asked to quarantine for 14 days

IV. Phase 3 – **“The New Normal.”**

- a. The 50% capacity rule is lifted but the pandemic remains a threat in our community.
- b. The following team will make a recommendation to the Executive Leadership of when to begin Phase 3: Chair of Emergency Response Team; County Executive Directors; Vice Presidents; and, Director of Human Resources. The County Executive Directors and Vice Presidents will seek input from collocated partners in this decision to move to phase 3.
- c. There will be at least a two week notice distributed to all employees and collocated partners prior to the implementation of Phase 3.
- d. During this phase, the Foundation, Human Resources Department and Training Department will continue to provide on line team building and engagement activities.
- e. The following criteria will be used by the team to decide when to move a building to Phase 3:

- i. When elementary and secondary schools return to almost normal operations;
 - ii. Small percentage and sustained number of cases in the community; and
 - iii. There is adequate testing and tracing in the community to monitor and control community outbreaks.
- f. Employees will continue to be permitted to work remotely. Each Department and collocated partner will submit a plan on permitting employees to work remotely.
 - i. Accommodations will be made to help working parents address childcare issues and to safeguard employees with underlying health conditions.
 - ii. Plans will take into consideration partial remote and partial in office work.
 - iii. Plans may be different per department and position to maximize productivity and safety.
 - iv. Plans will be reviewed by the Human Resources Department in consultation with the Chair of the Emergency Response Team prior to approval.
- g. Meeting rooms will continue to have smaller capacity.
- h. Employees will continue to be required to follow the attached Building Safety Information for Employees and Visitors.
- i. All employees and visitors will be required to have their temperature taken when entering the building. Employees may take it at home or upon arrival at the office. There will be no touch thermometers located in all the buildings. Anyone with a temperature higher than 100.4 will be asked to leave the building and not return until a negative COVID-19 test result or an alternative explanation for the temperature.

V. **Phase 4 – Return to Pre-COVID-19 Normal.**

- a. COVID-19 no longer presents a significant risk to public health and safety. Our offices would return to the conditions and usage before COVID-19.