

# SAFE AT WORK PLAYBOOK

Policies and Procedures for  
COVID-19 Pandemic Preparedness and Response



(Revised 10/19/200)

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## I. Introduction

This Playbook is to be used as a recommended practice guideline and aligns with the Center for Disease Control (CDC), guidance from the State of California, and Los Angeles County Protocols (currently deemed the most stringent county protocols) to the greatest extent possible. This is a working document and will be updated to reflect changes in directives and introduce new recommended practices as they become available. Any updates to this P

The Safe at Work Playbook provides guidance for use in all facilities. Because there may be circumstances unique to a location, there may be some cases in which a facility must adapt the Playbook's guidance to address the facility(s) specific requirements. The President & Chief Executive Officer, Executive Vice President & Chief Operating Officer, Executive Vice President & Chief Impact Officer, Chief Financial and Administrative Officer, Chief People Officer, or their designee must authorize such exceptions.

## II. Response Team and Safe at Work Committee

### Response Team:

The COVID-19 Response Team (Response Team) is a cross-functional team lead by the Executive Vice President & Chief Operating Officer (EVP/COO). This team's purpose is to proactively assess and address all potential hazards and issues with COVID-19 to ensure client and staff safety. Additionally, this team keeps abreast of CDC recommendations and, in most cases, puts in place policies and procedures more stringent than those recommended by the CDC. The team includes:

Executive Vice President & Chief Operating Officer (EVP/COO) – Has overall responsibility for the agency's pandemic preparedness and response plan, coordinating and aligning with organizational leadership. Oversees and directs all internal communications with employees.

Chief Financial and Administrative Officer (CFAO) – Oversees daily and periodic disinfection logistics, including routine and deep cleaning. Works to secure all necessary supplies to implement and sustain the agency's pandemic preparedness and response plan. Works with organizational leadership to manage physical distancing, logistics in regards to common areas, and visitors and contractors. Works with facilities to ensure best practices regarding ventilation systems. The CFAO will coordinate with the VP of Finance of Lilliput Families to ensure coverage of these items for Lilliput Families operations.

Chief People Officer and Associate Vice President of Human Resources – Work collaboratively to develop protocols to ensure the wellness of all employees, manage employee training on the protocols in this Playbook, and assist with internal communication to employees. Manage and document reporting of suspected and known cases of employee illness and safe return to work.

Chief Development Officer and Associate Vice President of Communications – Oversees all internal communication to staff and works to manage external related communication to board, clients, volunteers, and other interested parties. Communications will be made via email, organizational website, social media, and main phone line message.

Program Leads – Works with direct staff on messaging and protocols for working with clients during the pandemic. Sets standards for when, where, and how these individuals will be served to ensure the health and safety of clients and staff. Staying up to date on regulatory mandates regarding COVID-19 and ensure timely implementation and compliance.

Director of Nursing Services – Provides team with information on guidance on the client and staff quarantine and clearance from quarantine/isolation, best practices on matters from PPE, quarantine, isolation, public health directives, and general COVID-19 preventative measures.

### Safe at Work Committee

This committee is responsible for developing and updating this document and working with each location's COVID Officer to ensure the protocols are implemented and followed. COVID Officers will be assigned to each location and liaise with Safe at Work Committee leads. COVID officers will report back to the committee leads on issues of adherence to protocols.

Committee Leads:

- Wayfinder Family Services – Administration Services and Training Manager
- Lilliput Families – Program Director

### III. Working Remotely

The staff that can carry out their duties from home must do so. Staff working remotely will be equipped, to the extent possible, to perform their duties.

Staff considered vulnerable, or, at high-risk due to COVID-19, may work from home, when feasible. This group includes, but is not limited to:

- People over 65-years old.
- People of any age with certain underlying medical conditions.

When staff must report to work, office configurations and social distancing protocol must be followed.

## IV. Office Configuration

### a. General

- i. Directional arrows in offices greater than 1500 square feet should be displayed on the floor, indicating the flow of pedestrian traffic, if appropriate.
- ii. All workspaces should be at a minimum, 6-feet apart. Tape or other markings should be used to indicate 6-feet from workstations.
- iii. The number of employees present at any one-time in a building or floor of the building will be limited such that employees can easily maintain at least a six-foot distance from one another. A reservation system to limit employees in the building will be maintained.
- iv. When feasible, meals should be eaten at the employee's workspace and not in a common area.
- v. Only single-use coffee makers will be allowed.
- vi. Water fountains will be unavailable for use.
- vii. Vending machines (if applicable) will be available.
- viii. Employees are discouraged from using other employees' phones, desks, offices, or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use.

### b. Conference Rooms

- i. General signage (see Signage in Section XIV) should be posted in all conference rooms.
- ii. Maximum occupancy signage is required outside and inside the conference rooms.
- iii. Maximum occupancy should be calculated based on ensuring 6-feet between all people (COVID Maximum Occupancy).

### c. Dining Areas

- i. The use of common dining area is currently suspended. No food shall be consumed in the dining hall at the Los Angeles main campus.
- ii. While in the dining hall for food pick-up, social distancing will be maintained at all times. The tape will indicate 6-feet intervals for the food line.
- iii. All individuals must wear masks at all times in the dining hall.

### d. Reception Areas

- i. Reception area seating should be eliminated or diminished to ensure seating is 6-feet apart.
- ii. When possible, persons should wait outside.
- iii. Install a plastic partition at the reception area, if possible.

## V. Access to Wayfinder Locations

- Only staff and visitors passing a Wellness Check will gain entry into a Wayfinder facility.
- Staff should restrict their presence to their primary work area, restrooms in their assigned primary work area and use copy machines only in their assigned primary work area.
- Exceptions will be made when restrooms or copy machines are not operational in your primary work area.

## VI. Wellness Checks

Upon arrival at all Wayfinder locations, designated staff will perform wellness checks on all staff, clients, and visitors. These checks will include taking temperatures with touchless thermometers, asking questions about symptoms, interacting with persons that might be COVID positive, and traveling outside of California and the United States. Persons who pass the wellness check will be provided a colored wristband unless the worksite has another designated practice. The employee's supervisor will communicate the applicable practice for their worksite. Any person not passing the wellness check will be denied entry, and information pertaining to that person will be confidentially maintained. If a person who did not pass the wellness check is a staff member, it is the staff member's responsibility to notify their supervisor. The supervisor will then contact Human Resources, who will provide guidance regarding staff needing to consult with a medical provider, potential isolation, working remotely, if feasible, etc.

Committee Leads will maintain an up-to-date list of location personnel conducting wellness checks. Persons conducting wellness checks will be trained and provided the tools to perform the wellness checks. The wellness checker will be responsible for completing and confidentially maintaining documentation for any staff, client, and/or visitor that do not pass the wellness check.

## VII. Identification of Exposure or New Cases

Protocols when staff reports potential COVID-19 exposure or positive test results:

- Maintain the confidentiality of the employee's identity; even if other staff know who the staff is, you cannot identify or confirm their identity.
- Questions to ask:
  - i. Did staff have close contact with staff or others within 6-feet for more than 10 minutes? If yes, get names of all persons with whom there was close contact.
  - ii. Were staff and others in close contact wearing a mask?
- The employee may need to stay home and self-isolate for 14-days, case-by-case basis.
- Immediately report to your Senior Leadership team-member.
- Directors, managers, and/or supervisory staff should immediately notify their Senior Leadership team-member, the Director of Nursing Services, and the Chief People Officer or Associate Vice President of Human Resources, or their designee.

- Senior Leadership team member will provide guidance on staff who need to be notified if they were potentially exposed and the next steps.
- The work area will be thoroughly cleaned and disinfected.
- Human Resources must clear staff before they can report back to work. Human Resources staff will notify the staff member's, directors, managers, or direct supervisor once the staff has been cleared to return to work. Staff must not return to work until they have been cleared by human resources.

Protocols for staff experiencing symptoms as outlined below:

1. Fever or chills
  2. Cough
  3. Shortness of breath or difficulty of breathing:
  4. Fatigue
  5. Muscle or body aches
  6. Headache
  7. New loss of taste or smell
  8. Sore throat
  9. Congestion or runny nose
  10. Nausea or vomiting
  11. Diarrhea
- Question to ask:
    - i. Did staff have close contact with staff or others within 6-feet or more than 10 minutes within 48 hours before symptoms appeared?
  - Send employee home right away. Suggest that they seek medical attention if needed.
  - Staff must not report back to work until they have recovered, e.g., no fever for 72-hours without fever-reducing medication and respiratory symptoms (cough, shortness of breath) have improved.
  - Staff who have not reported to work due to COVID-19 related symptoms must complete and submit to Human Resources an Employee Declaration Upon Return to Work (COVID-Related) form and be cleared by Human Resources before they can report back to work. Human Resources staff will notify the staff member's, directors, managers, or direct supervisor once the staff has been cleared to return to work. Staff must not return to work until they have been cleared by human resources.

## VIII. Physical (Social) Distancing and Universal Precautions

Physical distancing is a simple yet very effective mechanism to prevent potential infection, that relies on the simple distance to avoid infection. This physical distancing practice includes but is not limited to program areas, common areas, entrance/exit areas of work locations, offices, and dining hall at Los Angeles main campus.

All staff are expected to practice physical distancing.

In practice, this means:

- Staying 6 feet away from others as a normal practice.

- Where a minimum distance cannot be maintained due to work duties, one or more mitigation strategies need to be implemented, including the use of PPE and/or other controls as appropriate.
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors, or clients. Employees should use other non-contact methods of greeting.
- Avoiding touching surfaces touched by others, to the extent feasible.
- Avoiding anyone who appears to be sick or who is coughing or sneezing.
- Employees are strongly encouraged to disinfect their workspace multiple times during the shift, giving special attention to common surfaces. Employees should be reminded to avoid touching their face and must wash hands thoroughly with soap and water upon arrival at work and several times during the workday to reduce risk and prevent person to person potential infections.
- Hand sanitizers and tissues are available throughout each location. Employees should contact their supervisors if these supplies are not available or have run out.
- Encourage respiratory etiquette, including covering coughs and sneezes with a tissue or elbow.

### Meetings

- All meetings should be conducted by video or teleconference when possible. If in-person meetings are essential, they are limited to 10 or fewer participants and must be held in rooms large enough to maintain physical distancing. All participants must wear face coverings.

### Offices

- Office work should be organized to ensure physical distancing to keep separation of employees to a 6-foot minimum.
- Avoid face-to-face desk layouts.
- Interaction to exchange information or quick meetings in office space or work areas should respect the physical distancing of 6-feet, and masks must be worn at all times.

### Meals

- If eating indoors, staff must eat alone.
- If eating outdoors with others, you must maintain a 6-foot distance between each person.

## IX. Personal Protective Equipment

### Masks

- Masks must be worn at all times, with very few exceptions.
- When you are around other people, you must wear a mask.
- If you are in a Wayfinder building, you must wear a mask.
- If you are in a parking area connected to a Wayfinder office, you must wear a mask.
- If you are outdoors on the Wayfinder Campus, you must wear a mask.

- Employees isolated in their personal office or other space that has a door, when unshared with any other colleagues, do not need to wear a mask and should have the door shut or only slightly cracked open. However, when the employee leaves their space, or a colleague is in their area, masks must be worn.
- If you are in common areas, you must be wearing a mask (walking through offices, sitting or walking around campus, etc.).
- One cannot wear a mask while eating or drinking. If you are not eating alone, please eat outside and follow physical distancing protocols by maintaining a distance of at least 6 feet apart.
- Masks are available for all staff at their place of work.
- Reusable (cloth) masks should be washed daily.
- If you are using a mask with a vent, a second mask without a vent must be placed over it. Covering the vents or wearing a mask underneath the mask with the vents is not permitted.
- Bandanas and gaiters do not sufficiently limit transmission of droplets and are not permitted even if wearing another mask underneath the bandana or gaiter.
- Face shields can be used but only in addition to a mask worn underneath the face shield.
- N95 or KN95 masks can be used more than one time.
- Mask wearing and care instructions are available at all locations.

#### Other PPE

- Wayfinder will maintain appropriate levels of all PPE (face shields, gloves, hair guards, gowns, shoe covers, etc.) and distribute as needed and appropriate with direction from the Director of Nursing.

## X. Travel Restrictions

*(Subject to change as COVID guidelines change)*

### International Travel

14-day isolation is mandatory; staff cannot report to work on site or in the field. Staff must work remotely, if position allows or take accrued Paid Time Off (PTO) or sick leave, as necessary.

### Travel within the U.S.

Travel to any state above the recommended positivity rate and who have a positivity rate higher than the California rate will require 14-day isolation. Staff must work remotely, if position allows or take accrued Paid Time Off (PTO) or sick leave, as necessary. Exceptions will be made on a case-by-case basis taking into consideration specific travel details. Refer to link below to check current positivity rate: <https://coronavirus.jhu.edu/testing/testing-positivity>

Employees must notify immediate supervisor in advance of any out of state travel plans. Supervisor will check 7-day rolling average positivity rate as the indicator on whether isolation may be necessary. Ultimately, the 7-day rolling average positivity rate on the day you return from travel, will determine the need for isolation.

### Travel by Plane

Travel to any state with a positivity rate higher than the California rate, will require 14-day isolation. Staff may work remotely, if position allows or take accrued Paid Time Off (PTO) or sick leave, as necessary. Travel within California does not require 14-day isolation.

## XI. Cleaning and Disinfecting

Cleaning of the workspace is encouraged to be done multiple times during the day with special attention to frequently touched surfaces, such as keyboards, monitors, arm-rests, desks, cubicle dividers, among others.

### At each Location

- Staff is encouraged to clean their specific workspace throughout the day. Staff should use provided disinfectant materials and clean personal workspace, including but not limited to keyboards, mouse, phone, desktops, chair arms, and doorknobs.
- Disinfectant wipes are available to use at copiers, refrigerators, and microwaves.
- Professional cleaning should be performed on a regular schedule, as is appropriate per location.
- Extra cleaning personnel to wipe down high-touch surfaces should be considered in large offices, if appropriate.
- All vacuums should have a HEPA filter.

### Potentially Exposed Areas

If an area may have been exposed to the virus, the extent of exposure will be evaluated on a case-by-case basis, and appropriate steps will be taken. These steps may include one or a combination of the following:

- Deep Sanitation by professional cleaners
- Use of UV lights
- Lock down of area for 72 hours
- Regular cleaning

## XII. Ventilation

HVAC specialist should be consulted to ensure all feasible measures are being taken to have adequate flow of fresh air to workspaces and optimize ventilation system. Some methods to consider:

- Replace filters with fine air filters
- UV lights installed at returns
- Adding filtration system
- Clean and disinfect HVAC intakes and returns on a schedule
- Ensure restrooms are under negative pressure

Landlords or property management consultants should be engaged to help ensure proper ventilation.

Documentation of what has been done at each location regarding ventilation will be submitted by each location's COVID Officer to the Safe at Work Committee leads.

## XIII. Food and Food Preparation

### Sharing of Communal Food is Prohibited

- All food preparation done on site must be done by certified food handlers following strict food safety guidelines.
- All food items prepared by the cafeteria will be presented on single-use disposable plates or take-out boxes; single-use cups, napkins, and utensils will be provided along with the meal.
- All food prep staff will receive daily wellness checks and wear a facemask and gloves while in production or around food production areas.

## XIV. Transportation (Agency Vehicles)

Transportation staff must disinfect vehicles multiple times using the following requirements:

- Before starting the day or a new route
- All surfaces, seats, dashboards, door handles, seatbelts, etc., must be cleaned with a disinfectant solution at the beginning of each day.
- The supply of antibacterial gel/hand sanitizer must be present for passengers and the driver.
- It is the transportation staff's responsibility to ask each passenger before entering the vehicle if they are in good health. Specifically, they must ask if the passenger suspects they are sick or have symptoms such as fever, or difficulty breathing or have been in contact in the past 7-days with other people confirmed sick of any respiratory disease.
- Transportation staff must wear a face covering while providing the service.
- The use of face coverings is required for passengers.

## XV. Signage

At a minimum, signage at each public entrance of the facility must inform all employees, vendors, or clients that they must:

- Wear a mask
- Have their temperature taken and complete a wellness check.
- Maintain a minimum six-foot distance from one another

In addition, a copy of the work site's county required Protocol must be posted.

## XVI. Work Outside Home or Office (Client Homes or 3<sup>rd</sup> Party Offices)

Staff working in non-Wayfinder locations should adhere as closely as possible to protocols outlined in this Playbook. If staff feel they are in an unsafe environment or do not feel comfortable with the circumstances, they should remove themselves immediately and contact their supervisor.

## XVII. Other

- There will be no volunteers permitted at Wayfinder Family Services locations during the COVID-19 pandemic unless approved by a member of the Executive Team.
- Staff is encouraged to read all agency emails related to the COVID-19 pandemic.

## XVIII. Program Specific Protocols

In addition to this general Wayfinder Safe at Work Playbook, program-specific guidelines have been created and are housed within each respective department.