

SAFE AT WORK PLAYBOOK

COVID-19 PREVENTION PROGRAM

Policies and Procedures for

COVID-19 Pandemic Preparedness and Response



(Revised 4/3/23)

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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, Cal/OSHA, and Los Angeles County and other applicable local health department 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.

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 Chief Executive Officer, President & Chief Operating Officer, Executive Vice President & Chief Impact Officer, Chief 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 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 as well as all applicable state and local public health guidance and reserves the right to put in place policies and procedures more stringent than those recommended by the CDC. The team includes:

President and Chief Operating Officer Have 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 Administrative Officer (CAO) –Works to secure all necessary supplies to implement and sustain the agency's pandemic preparedness and response plan. Works with organizational leadership to manage logistics regarding common areas, and visitors and contractors. Works with facilities to ensure best practices regarding ventilation systems.

Chief People Officer – Work collaboratively to develop protocols to promote 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 COVID-19-related illness and safe return to work.

Chief Philanthropy & Corporate Affairs 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 may be made via email, organizational website, social media, and main phone line message, as appropriate to the specific circumstances and communication.

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 prioritize 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 and guidance on the client and staff quarantine and isolation requirements, and clearance from quarantine/isolation, as well as 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.

Committee Leads:

- Chief People Officer and Chief Administrative Officer

III. Employee Reporting Requirements

All staff are required to notify their supervisor, manager, and/or Human Resources immediately if any of the following occur:

- If they are experiencing any COVID-19 symptoms or had a possible close contact.
- A complete list of COVID symptoms is available at the following link and listed below:
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
 - Fever of 100.4 degrees Fahrenheit or higher or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
- If they have been exposed to, or potentially exposed to COVID-19 whether in the workplace or outside of work.
- All unsafe conditions or violations of Wayfinder's COVID-19 Safety Protocols, in order to minimize the potential illness to others.

- All possible COVID-19 hazards in the workplace.

Wayfinder will not discharge, threaten to discharge, demote, suspend, reduce other employee benefits, or in any manner discriminate, retaliate, or take adverse action against any employee who makes a report pursuant to this requirement.

IV. Workplace Hazard Identification & Correction

In performing its facility COVID-19 risk assessment, Wayfinder identified the following COVID-19 hazards and has implemented the below-listed measures to correct the COVID-19 hazard:

- COVID 19 Hazard #1: Open Reception desk
 - Corrective Measure: Plexi glass installed around reception desk
- COVID Hazard #3: Clients AWOL and then return
 - Corrective Measure: All AWOLed clients must go to nursing upon entry back on campus.
- COVID 19 Hazard #4: Air flow in enclosed buildings - many buildings do not have windows that open.
 - Corrective Measure: Finer air filters were installed in HVAC units, as appropriate.

Wayfinder will regularly evaluate the corrective measures it has taken to correct these hazards to determine whether these measures are effective. If Wayfinder determines that a corrective measure was not effective, Wayfinder will identify and implement additional corrective measure to correct the COVID-19 hazard.

In addition, Wayfinder will continue to perform COVID-19 risk assessments on a regular basis to identify any other COVID-19 hazards that might arise at each facility. If Wayfinder identifies other COVID-19 hazards, this section of the plan will be modified to identify those hazards and the measures Wayfinder has taken to correct the hazard.

V. Accommodation

Staff considered vulnerable, or, at high-risk due to COVID-19, may work from home or may be provided with other reasonable accommodations consistent with applicable law. This group includes, but is not limited to:

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

Please make any request for accommodation to your supervisor or Human Resources. Wayfinder will then engage in an interactive process consistent with applicable law to determine if Wayfinder can reasonably accommodate you so that you can perform the essential functions of your job unless doing so is an undue hardship or causes a direct threat to workplace safety.

VI. Vaccination Status

Wayfinder requires proof of employees' vaccination and booster status consistent with Wayfinder's mandatory vaccine policy, subject to reasonable accommodation for disability or religious belief. Acceptable forms of proof include the employee's vaccine card, an image of their vaccine card, or a health care document showing the vaccination status. Wayfinder will maintain a copy of the record presented. All records of vaccination status will be kept confidential.

VII. Office Configuration

a) General:

- Vending machines (if applicable) will be available.

b) Dining Areas:

- Food will be available in the dining hall for pickup.
- The cafeteria is available for dine-in eating for staff and clients.

c) Reception Areas:

- When possible, persons should wait outside if reception area is crowded.

VIII. Access to Wayfinder Locations

- Only staff and visitors passing a Wellness Check will enter 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.

IX. Wellness Checks

Upon arrival at all Wayfinder locations, designated staff will perform wellness checks on all staff, clients, and visitors. Designated staff conducting temperature checks shall be equipped with appropriate PPE, including face masks, gowns, and gloves. These checks will include taking temperatures with touchless thermometers and responding to questions about COVID-19 symptoms and interactions with persons that might be COVID positive. 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 and Human Resources. Human Resources will provide guidance regarding staff obtaining a COVID test; potential quarantine, isolation or other requirements consistent with public health guidance; possibly 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 providing Human Resources with the documentation for any staff, client, and/or visitor who does not pass the wellness check.

X. Identification of "Close Contact" or New Cases and Testing

As used herein, "close contact" means:

"In indoor spaces 400,000 or fewer cubic feet per floor (such as home, clinic waiting room, airplane etc.), sharing the same indoor airspace for a cumulative total of 15 minutes or more over a 24-hour period (for example, three separate 5-minute exposures for a total of 15 minutes) during a confirmed case's infectious period."

"In large indoor spaces greater than 400,000 cubic feet per floor (such as open-floor-plan offices, warehouses, large retail stores, manufacturing, or food processing facilities), being within 6 feet of the confirmed case for a cumulative total of 15 minutes or more over a 24-hour period during the confirmed case's infectious period."

Further, as used herein, the "infectious period" means the following time period, unless otherwise defined by CDPH regulation or order, in which case the CDPH definition shall apply:

"For symptomatic confirmed cases, 2 days before the confirmed case had any symptoms (symptom onset date is Day 0) through Days 5–10 after symptoms first appeared AND 24 hours have passed with no fever, without the use of fever-reducing medications, and symptoms have improved; or for asymptomatic confirmed cases, 2 days before the positive specimen collection date (collection date is Day 0) through Day 5 after positive specimen collection date for their first positive COVID-19 test."

Upon learning that there has been a COVID-19 case at a Wayfinder facility, management will take all of the following actions in order to determine if other staff may have been exposed to COVID-19 in the workplace by the sick individual.

1. Wayfinder shall determine the day and time a COVID-19 case was last present and, to the extent possible, the date of the positive COVID-19 test(s) and/or diagnosis, and the date the COVID-19 case first had one or more COVID-19 symptoms, if any were experienced.
2. Wayfinder shall effectively identify and respond to persons with COVID-19 symptoms at the workplace. Employees shall be encouraged to report COVID-19 symptoms and to stay home when ill.

XI. Exclusion from Work and Return to Work Criteria

- Wayfinder shall immediately exclude from the workplace all COVID-19 cases and employees excluded under section 3205.1. Wayfinder shall demonstrate it has met the applicable requirements below:
 1. COVID-19 cases who do not develop COVID-19 symptoms shall not return to work during the infectious period;
 2. COVID-19 cases who develop COVID-19 symptoms shall not return to work during the shorter of the following: the infectious period; or through 10 days after the onset of symptoms and at least 24 hours have passed since a fever of 100.4 degrees Fahrenheit or higher has resolved without the use of fever-reducing medication.
 3. Regardless of vaccination status, previous infection, or lack of COVID-19 symptoms, a COVID-19 case shall wear a face covering in the workplace until 10 days have passed since the date that COVID-19 symptoms began or, if the person did not have COVID-19 symptoms, from the date of their first positive COVID-19 test.
 4. The requirements in subsections 3205(c)(5)(A)1. and (c)(5)(A)2. apply regardless of whether an employee has previously been excluded or other precautions were taken in response to an employee's close contact or membership in an exposed group.
- Wayfinder shall review current CDPH guidance for persons who had close contacts, including any guidance regarding quarantine or other measures to reduce transmission. Wayfinder shall develop, implement, and maintain effective policies to prevent transmission of COVID-19 by persons who had close contacts.

Please note that special requirements may apply to asymptomatic employees who have continuous exposure and close contact to a COVID case who is within their own household and should contact HR for further guidance.

- If an order to isolate, quarantine, or exclude an employee is issued by a local or state health official, the employee shall not return to work until the period of isolation or quarantine is completed or the order is lifted.
- If no violations of local or state health official orders for isolation, quarantine, or exclusion would result, the Division may, upon request, allow employees to return to work on the basis that the removal of an employee would create undue risk to a community's health and safety. In such cases, Wayfinder shall develop, implement, and maintain effective control measures to prevent transmission in the workplace

including providing isolation for the employee at the workplace and, if isolation is not feasible, the use of respirators in the workplace.

- Upon excluding an employee from the workplace based on COVID-19 or a close contact, Wayfinder shall give the employee information regarding COVID-19-related benefits to which the employee may be entitled under applicable federal, state, or local laws. This includes any benefits available under legally mandated sick leave, if applicable, workers' compensation law, local governmental requirements, and Wayfinder's leave policies.
- Testing of close contacts. Wayfinder shall make COVID-19 tests available at no cost, during paid time, to all employees of Wayfinder who had a close contact in the workplace, with the exception of returned cases as defined in subsection 3205(b)(11), and provide them with the information on benefits described in subsection 3205(c)(5)(E).
- Notice of COVID-19 cases.

(1) Wayfinder shall notify employees and independent contractors who had a close contact, as well as any employer with an employee who had a close contact. The notice shall be provided as soon as possible, and in no case longer than the time required to ensure that the exclusion requirements of subsection 3205(c)(5)(A) are met.

(2) When Labor Code section 6409.6(a) or any successor law is in effect, Wayfinder shall provide notice of a COVID-19 case, in a form readily understandable to employees, as required by subsections (a)(1) and (a)(4) of that section. The notice shall be given to all employees, employers, and independent contractors at the worksite during the infectious period.

(3) When Labor Code section 6409.6(a) or any successor law is in effect, Wayfinder shall provide the notice required by Labor Code section 6409.6(a)(2) and (c) to the authorized representative, if any, of the COVID-19 case and of any employee who had a close contact. Wayfinder shall also provide the notice required by Labor Code section 6409.6(a)(4) to the authorized representative, if any, of all employees on the premises at the same worksite as the COVID-19 case within the infectious period.

a) [Employees Excluded from Work Due To COVID-19](#)

To the extent that their job duties can be performed remotely, employees who are excluded from work, but are otherwise able and available to work, will be required to perform their work duties from home, on a remote basis, until they are able to return to work in accordance with the above return to work criteria.

Your supervisor and/or Human Resources will advise you if your job duties can be performed remotely and, if applicable, will provide you with relevant information concerning your remote work.

XII. Universal Precautions (previously titled Physical (Social Distancing))

Wayfinder universal precautions include:

- Minimizing unnecessary physical contact with others, such as handshakes or embracing coworkers, visitors, or clients. Employees should use other non-contact methods of greeting.
- Avoiding anyone who appears to be sick or who is coughing or sneezing.
- 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

- Meetings should be conducted by video or teleconference, when possible.

XIII. Personal Protective Equipment (PPE)

Face Coverings:

(1) Wayfinder shall provide face coverings and ensure they are worn by employees when required by Wayfinder policy and/or a CDPH regulation or order. When Wayfinder policy and/or a CDPH regulation or order requires face coverings indoors, that includes spaces within vehicles. Face coverings shall be clean, undamaged, and worn over the nose and mouth.

(2) When employees are required to wear face coverings under this section or sections 3205.1 through 3205.3, the following exceptions apply:

(A) When an employee is alone in a room or vehicle.

(B) While eating or drinking at the workplace, provided employees are at least six feet apart and, if indoors, the supply of outside or filtered air has been maximized to the extent feasible.

(C) While employees are wearing respirators required by Wayfinder and used in compliance with section 5144.

(D) Employees who cannot wear face coverings due to a medical or mental health condition or disability, or who are hearing-impaired or communicating with a hearing-impaired person. Such employees shall wear an effective non-restrictive alternative, such as a face shield with a drape on the bottom, if the condition or disability permits it.

(E) During specific tasks which cannot feasibly be performed with a face covering. This exception is limited to the time period in which such tasks are actually being performed.

(3) If an employee is not wearing a face covering pursuant to the exceptions in subsections 3205(f)(2)(D) and (f)(2)(E) Wayfinder shall assess COVID-19 hazards and take action as necessary based on subsection 3205(c) and on section 3203.

(4) No employer shall prevent any employee from wearing a face covering, including a respirator, when not required by this section, unless it would create a safety hazard.

Current Wayfinder Policy on Face Coverings

1. Masks are no longer required indoors with the following **exceptions**:
 - a. All Group Homes;
 - b. The TSC building when client(s) are present;
 - c. The Child Development Services Program when providing in-home services;
 - d. In vehicles when transporting clients;
 - e. A staff, client or family requests that a mask be worn during interactions with them;
 - f. Staff is working with a client exhibiting COVID-19 symptoms or has tested positive for COVID-19.
2. If not required, masks are always optional.
3. Masks will still be available at all locations for those who opt in or are required due to the exceptions above.
4. Masks are not required outdoors

“Face covering” means a surgical mask for fully vaccinated employees (though they may request an N95 or KN-95 if they wish) or N95 or KN-95 for not fully vaccinated employees. A face covering has no visible holes or openings; must completely cover the nose and mouth; must fit snugly over the nose, mouth, and chin with no large gaps on the outside of the face; and is secured to the head with ties, ear loops, or elastic bands that go behind the head. A face covering does not include a scarf, ski mask, balaclava, bandana, turtleneck, collar, or single layer of fabric. Face coverings with a clear plastic panel that otherwise meets these requirements may be worn to facilitate communication with individuals who are deaf, hard-of-hearing, or who need to see a speaker’s mouth or facial expressions to understand communications.

Additional PPE

Wayfinder has evaluated the workplace and determined that aside from wearing the required face coverings as directed by this Playbook and/or applicable law, there is no need for employees to wear additional personal protective equipment in order to prevent exposure to COVID-19 hazards

Wayfinder shall reevaluate the workplace periodically and shall reassess whether additional PPE is needed in order to prevent exposure to COVID-19 hazards.

To the extent that employees are required to wear additional PPE in order to prevent exposure to COVID-19 hazards, Wayfinder will provide the additional PPE.

Respirators

Upon request, Wayfinder shall provide respirators for voluntary use in compliance with subsection 5144(c)(2) to all employees who are working indoors or in vehicles with more than one person. Whenever Wayfinder makes respirators for voluntary use available, Wayfinder shall encourage their use and shall ensure that employees are provided with a respirator of the correct size and that employees are trained how to properly wear the respirator provided; how to perform a user seal check according to the manufacturer's instructions each time a respirator is worn; and the fact that facial hair interferes with a seal.

"Respirator" means a respiratory protection device approved by the National Institute for Occupational Safety and Health (NIOSH) to protect the wearer from particulate matter, such as an N95 filtering facepiece respirator.

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.

XIV. Travel Restrictions

Employees should follow all applicable guidance following travel within the United States or internationally regarding testing or quarantine periods. Employees may be required to test or quarantine upon completion of travel based on applicable law or regulations.

XV. Ventilation

An 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:

- Opening windows
- 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.

XVI. 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.

XVII. Transportation (Agency Vehicles)

Staff who drive agency vehicles are responsible to ensure

- The COVID Health & Safety Kit (in the glove box) is fully stocked (masks, gloves, wipes, hand sanitizer)
- Vehicle windows shall remain open unless doing so would result in excessive heat or cold. Vehicle windows shall remain closed on high pollution advisory days.
- The driver and all passengers must pass a wellness check on the day of or day prior to entering a vehicle with others on Wayfinder business. Staff must not enter a vehicle with other passengers if experiencing COVID-19 symptoms.
- Driver and all staff in the vehicle must wear a face covering when transporting clients.

XVIII. Signage

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

- Have their temperature taken and complete a wellness check.

XIX. Working Outside of the Employee's Home or Wayfinder's Office (e.g., Client Homes or 3rd Party Offices)

Staff working in non-Wayfinder locations, other than their home office, 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.

XX. Other

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

XXI. Record-keeping and Reporting

Wayfinder shall report information about COVID-19 cases at the workplace to the local health department whenever required by law and shall provide any related information requested by the local health department.

Wayfinder shall report immediately to Cal/OSHA any COVID-19-related serious illnesses or death of an employee occurring at the facility consistent with applicable law.

Wayfinder shall maintain records of the steps taken to implement its written COVID-19 Prevention Program as described in this Playbook. Wayfinder's Playbook has been distributed to all employees and shall be made available at the workplace to employees, authorized employee representatives, and to representatives of Cal/OSHA immediately upon request.

Wayfinder shall keep a record of and track all COVID-19 cases with the employee's name, contact information, occupation, location where the employee worked, the date of the last day at the workplace, close contacts, test results, and the date the first positive COVID-19 test specimen was collected (for asymptomatic cases) or the date on which symptoms were first experienced (for symptomatic cases). Medical information shall be kept confidential.

Appropriate notification of COVID-19 cases in the workplace shall be made as described above, with any and all personal identifying information removed.

XXII. 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.