



hope services

Transforming lives through Hope since 1952

COVID-19 EXPOSURE CONTROL PLAN

REQUIREMENTS AND BEST PRACTICES FOR MITIGATING THE VIRUS

Our safety culture embraces the health and wellness of our team, customers and community.
Creating a safe work environment is priority #1!

MAY 2020

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OVERVIEW

Communicable Diseases, such as COVID-19, spread through respiratory secretions when exhaled or expelled through coughing, sneezing, etc., and other infectious diseases which are spread through body contact, contact with infected body fluids, or through other vectors and means.

The objective of this module is to outline the requirements and procedures to reduce the potential for exposure to COVID-19 by developing and implementing effective controls and procedures for employees.

It is the policy of Hope Services to provide a safe, healthy and secure workplace for all employees by implementing an effective Exposure Control Plan (ECP). Our ECP applies to employees that work in environments where their job tasks have the potential for communicable diseases exposures.

RESPONSIBILITIES

Safety Manager

- The Safety Manager reports to the Vice President of Operations who is responsible for the safety of our employees and clients
- Assists with developing a written program, which complies with Cal/OSHA and CDC standards
- Assists with providing training to all employees on the risks and control procedures of our ECP, including how to recognize communicable disease symptoms and proper response when they appear
- Identifies tasks and work environments where potential communicable disease exposures exist
- Identifies all employees, vendors, and contractors who are required to work on tasks or in areas where there is an increased risk of exposure to communicable diseases
- Ensures effective processes and procedures are developed, implemented, and maintained in accordance with our ECP
- Shall be knowledgeable in infection control principles as they apply specifically to our facilities, jobsites, services, and/or operations
- Works with managers, supervisors and employees to ensure this program is working effectively
- Stays apprised of public exposures and develops action plans and training to mitigate potential exposure

Department Managers, Supervisors & Leads

- Ensures that the requirements in this ECP are implemented
- Ensures that affected personnel are trained and follow control procedures outlined in this Plan
- Works with the Safety Manager to provide feedback on the implementation of this program and to ensure this program is working properly within their department

Affected Employees

- Complies with Hope Services Exposure Control Plan
- Attends and understands training on communicable diseases

EXPOSURE CONTROL PLAN

STAFF IMPLICATIONS

Hope Services will reduce the risk of transmission of COVID-19 at our worksite by utilizing proactive mitigation strategies, as needed by site. Staff is expected to adhere to the policies and procedures, including:

- Stay informed about updated protocols and communicate them to the people and community served.
 - Staff will reach out to clients to inform them of program options (e.g. remote learning, program participation, etc.)
- Stay informed and continue to educate and communicate with clients regarding required social distancing, personal protective equipment and other health and hygiene practices within buildings. This can include:
 - Wearing a mask in all common areas
 - Wearing gloves when handling or transferring materials
 - Following directional traffic routing to prevent face to face contact
 - Limiting numbers of people in any section of the building (TBD by location)
 - Eliminating groups in small areas like breakrooms (e.g. chairs to be removed)
 - Maintain that all staff and clients are symptom free (i.e. Anyone with fever will be asked to stay home)
 - Conducting temperature screening to minimize exposures
- Protect people who are at higher risk for adverse health complications
- Be knowledgeable about what services will open and when, and what services will remain remote
- Trained on COVID 19 cleaning and disinfecting protocols and requirements, which will include cleaning of the following:
 - Common areas
 - Workstations
 - Vehicles
- Personal Protective Equipment (PPE). Ensure you are using PPE as defined by your supervisor, department and building.
- Supervisors will stay in communication with staff with regards to your PPE needs for the services you perform. This can include:
 - Masks, face coverings
 - Gloves
 - Safety goggles
 - Aprons



COMMUNICATION

Effective communication is a core value of Hope Services. With every communication, we expect Hope Services employees to be open, respectful, and honest. During the pandemic, it is incumbent on all employees to increase the level of communication, which may consist of the following:

- Survey parents for all programs to determine who will attend onsite
- Send new protocols to parents for services
- Inform GGRC, SARC, DOR of program options for client services
- Communicate PPE requirements for onsite services:
 - Hand sanitizer and cleaning wipes
 - Gloves
 - Touchless thermometers for temperature screening
 - Masks will be required when working (i.e. community, transporting, and onsite)
 - All staff and anyone entering the building over the age of 12 must wear a mask or they will not be allowed to enter
 - Disposable masks will be available for individuals who don't have a mask (i.e. staff, visitor, adult participant)
 - Staff is responsible for washing their own masks
- Health Screening
 - Self-diagnostics for staff are expected to be performed daily
 - Building lobby staff will conduct temperature screening of anyone entering
 - We will maintain health screening tracking, including:
 - Logging health screenings
 - Logging positive cases, which will be reported to Human Resources
 - Staff and clients are prohibited from attending work or programs if sick
 - If an individual becomes sick while at work or in a program, they will be immediately isolated and sent home as soon as possible
- Zoom is encouraged for team meetings both within the worksite and for those working from home



EXPOSURE CONTROL PLAN

WORKSITE PROCEDURES

It is essential that working under these conditions does not diminish the timely performance and quality of our work, and the financial health of Hope Services. Together we will mitigate exposure to COVID-19 by implementing the following strategies, as determined by site. These strategies may include:

- Reduced number of individuals to essential staff to complete the work
- Anyone who is symptomatic is prohibited from the worksite
 - We will work with our health providers for support and guidance
- Reduce tasks requiring large amounts of people to be in one area and design work to reduce or eliminate employee stacking in the same area
 - Consider limiting meetings to 10 people or less
- Ensure trainings have adequate spacing and only have one person maintain attendance
- Personal Protective Equipment: for close contact activities that cannot adjust for physical distancing consider enhanced PPE or provide a face shield with a face covering
- Project teams shall clean and disinfect their shared workstations and equipment after use
- Eliminate non-essential visits, such as job tours, vendor demos, etc.
 - Maintain a daily approved visitor log, which should include the date, time, and contact information of the visitor
- Stagger shifts to isolate and compartmentalize staff. This will allow protection of others if a breakout occurs and reduces / limits the number of people who are exposed
 - Having the same teams work together or travel together can limit the reach of a potential outbreak
- Stop employees from randomly walking floors, between floors, or buildings to reduce cross-contamination
- Provide hand sanitizer in vehicles and workstations
- Modify break areas to allow for social distancing
 - Stagger breaks to reduce people in break areas
- Breakrooms should have chairs removed to stop any chance of gathering
- Janitorial staff should be disinfecting eating areas hourly
- Eliminate sharing personal tools and equipment
- Encourage staff to wash clothes daily and face coverings daily on the warmest setting possible
- Monitor employees' wellness. If they are not feeling well, they are required to stay home



FACILITY CONTROL PROCEDURES

Hope Services will remain proactive with mitigation strategies across all facilities focused on minimizing and neutralizing exposures to the virus. Those procedures may include the following:

- Make hand sanitizer dispensers available by entry doors at all sites
 - Provide special garbage cans for disposal of potentially contaminated waste and PPE at each site
 - Conduct a deep cleaning of each site, which will be scheduled one week prior to opening
 - Conduct a deep cleaning of each site weekly throughout June
 - Post PPE signs at all sites identifying that masks are required and that all individuals who are sick or symptomatic must be isolated and/or stay home
 - Social distancing markers may be placed at entrances and in hallways and common rooms
-
- Building Capacity Planning may be conducted to determine restrictions on the number of people in

EXPOSURE CONTROL PLAN

each of the buildings

- There may be a max number of people in each building and/or a limited number of people at each site
- There may be a maximum number of people in each class or group area and/or a limited number of people in each room
- In staff and administrative work areas we may reduce the number of workstations and relocate them to assure social distancing is maintained
 - Chairs will be positioned 6' apart and the addition of floor markers may be implemented
 - Plexiglass barriers may be added within site lobbies and 1:1 contact areas where 6' distancing cannot be maintained
- Program spaces may be reconfigured to provide appropriate social distancing, including:
 - Individual tables/desks and other furniture may be moved
- Sick isolation rooms will be identified at all sites where staff or clients can be isolated if they are sick. These spaces will be cleaned after each use
- We will ask if care homes/families are able to provide safe transport
- We will determine if public transportation is safe and available and specific entry protocols to adhere to if using public transportation
- In our community programs, we may conduct temperature screening at pick up using a touchless thermometer.
- We will limit the number of individuals to be transported to two or three, to reduce the impact ratio.
- Hope Services will identify the availability and access to bathrooms and appropriate health and hygiene practices after exiting



PHYSICAL DISTANCING

Hope Services will reduce the risk of transmission of COVID-19 at our worksites by utilizing the following physical distancing strategies. Please discuss with your supervisor your site's specific plans. These procedures may include:

- Posting social distancing posters and requirements at or near entry doors.
- Assigned staff will monitor and screen individuals at each site's entry
- Social Distancing markers may be placed on the ground to identify acceptable distances.
- Multiple directional mapping may be used to reduce congestion and "bottle necks"
- Staff and clients may be required to use separate doors for entry and exit
- Lunch and Break rooms will not be used (in some sites the chairs may be removed)
- We will work to limit the number of individuals in common areas at any one time
- Individuals are encouraged to bring food from home and not to use microwaves, coffee pots, food prepping equipment, utensils and refrigerators
- Hallways may be designated for one-way traffic only
- Drop-off/Pick-up locations at each site will have specific physical distancing requirements, such as:
 - Families may provide transportation to Hope locations
 - Drop-off outside the facility's front door one child at a time and to assigned staff
 - Safety Cones for distancing, drive up to doors and assigned drop off times may be implemented by site
 - Assigned staff will monitor entry/exit to areas, one at a time
- Group Size Capacity – no more than 10 people in one group setting
 - Groups must be able to maintain 6' distancing within groups
 - Wearing of masks/face pieces is required



- Staff onsite scheduling
 - Those staff that have identified as acceptable to work from home will do so, upon approval
 - Scheduling may include split work from home/office schedules: such as:
 - Monday, Wednesday, Friday
 - Tuesday, Thursday
 - Staff may be asked to rotate schedules to minimize the number of people in a worksite
 - Cubical spaces may be alternated using a “W” pattern
- Staff working at client homes:
 - Pre-work self-health screening is required before entering home
 - If you are feeling sick, stay home and notify your supervisor immediately
 - Do not enter or provide services in an environment if people are not wearing masks
 - Sanitize before entering and after exiting the client’s home



TEMPERATURE SCREENING AND TESTING

To mitigate the potential for spread of the virus, Hope Services will implement temperature screening and blood testing, to the extent possible, during the crisis period. These procedures may include:

- Home assessment
 - Employees are encouraged to self-assess at home using the daily health check form, prior to going to the worksite
 - If an employee is experiencing any potential COVID-19 related symptoms, they are required to stay home and notify their superior and/or Human Resources
 - Employees, who monitor their temperature at home, should update their supervisor if they have a temperature exceeding 100.4 degrees Fahrenheit
- Worksite assessment
 - Screening and temperature check may be completed on staff and clients using a touchless thermometer at the worksite entry
 - Employees may be required to complete a health assessment prior to being allowed in the facility
 - Any employee who has a temperature that exceeds 100.4 degrees Fahrenheit will not be able to access the worksite until their temperature has broken for a minimum of 72 hours without medication
- Example medical questionnaire may include:
 - Have you, or a person you have been in close contact with, been diagnosed with COVID-19 within the last 14 days? (close contact is 6 feet or less for more than 10 minutes.)
 - Have you, or a person you have been in close contact with, experienced any cold or flu-like symptoms in the last 72 hours? (to include fever, shortness of breath, cough, sore throat, or difficulty breathing)
 - Have you traveled internationally or another hot spot in the last 14 days?



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DAILY HOME HEALTH ASSESSMENT

PLEASE REVIEW THE FOLLOWING QUESTIONS DAILY.
IF YES, TO ANY PLEASE STAY HOME AND NOTIFY YOUR SUPERVISOR

Are you experiencing any of the following?



FEVER (100.4+)



COUGH



SHORTNESS
OF BREATH



SORE THROAT



HEADACHE

Have you been in close contact with anyone who has been diagnosed with COVID-19?

Yes No

Having direct contact with infectious secretions of a COVID-19 case (e.g. being coughed on)

Yes No

Have you been in close contact* with anyone who may have COVID-19 but is yet to be confirmed?

Yes No

Are you currently in close contact with anyone, such as a family member, who is experiencing symptoms or has been confirmed as positive for COVID-19?

Yes No

If YES to any of the above questions, please stay at home and notify:

Supervisor Name:

Phone:

Email:

Human Resources Name:

Phone:

Email:



Feeling Sick?

Stay home when you are sick!

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

DO NOT ENTER if you have:



FEVER



COUGH



**SHORTNESS OF
BREATH**



cdc.gov/CORONAVIRUS

SANITATION PROCEDURES

Hope Services will proactively sanitize and disinfect office buildings and equipment with EPA approved chemicals that disinfect and neutralize COVID-19. Those procedures can include:

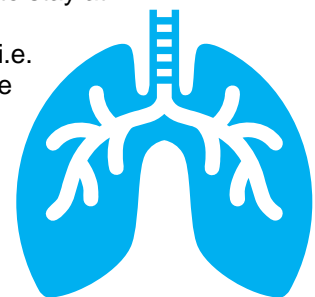
- Protocol for wiping down spaces after usage
 - Daily cleanings to include disinfection of doors, surfaces, kitchen, bathrooms, classrooms, common areas, workstations and equipment, vehicles, etc.
 - After use of bathrooms, disinfection of toilets, sink faucet handles, surfaces, dispensers, door handles, etc.
 - Only disposable materials will be used
- Protocol for usage and cleaning of vehicles
 - Sanitize each seat, doors, handles after use
 - Limit the max number of passengers per vehicle
 - Assign vehicles to staff. Staff will be responsible for the cleaning of their assigned vehicle
- Employees who use personal vehicles to transport adult participants will be responsible for disinfecting their vehicles after each use
 - Employees will be provided with cleaning supplies for cleaning personal vehicles



HEALTH AND HYGIENE PROCEDURES

Hope Services shall implement and enforce policies to prevent the spread of illnesses within the organization so as to provide a safe and healthful work environment, and to develop a system for ensuring that employees comply with safe and healthy work practices. General CDC health hygiene best practices include:

- Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever ($100.4^{\circ} +$), signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines
- Employees should notify their supervisor and stay home if they are sick or to stay at home to take care of a sick relative
- Employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day will be separated from other employees and be sent home immediately
- Sick employees should cover their noses and mouths with a tissue when coughing or sneezing
- Use tissues and touchless disposal receptacles
- Employees are recommended to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty
- Work policies and “stay at home” policies for employees with respiratory and viral illnesses, flu-like symptoms, and/or with open wounds will be considered
- Company facilities will be maintained in a healthy and clean condition to prevent the spread of illnesses, infections, and food borne illnesses



PERSONAL PROTECTIVE EQUIPMENT (PPE)

The necessary PPE requirements for our organization during the COVID-19 pandemic are as follows.

Keep Hands away from face. Limit Surfaces touched.
Change PPE if torn. Perform hand hygiene frequently.



HAND HYGIENE

Wet hands.
Apply soap.
Wash for 20 seconds. (sing Happy Birthday twice)
Dry hands.
Turn off tap with towel.



RESPIRATORS / FACE PIECES

Wash bands before donning.
Cup the respirator in your hands.
Place the strap at the top back of your head.
Use fingertips to mold the nose strip to your face.
Remove by pulling the strap over head (don't touch the respirator).



GLOVES (varies by department)

Wash bands before donning.
Don gloves and extend to cover wrist
To doff, first, grasp palm area of gloved hand and peel off
Second, slide finger under second glove at wrist and peel off.
Discard in waste container.



TRASH BINS

Discard contaminated waste & PPE in trash bag.
Double bag contaminated waste and then discard into trash bin.
Sanitize all trash bins daily.
Wash hands after touching.

VEHICLES

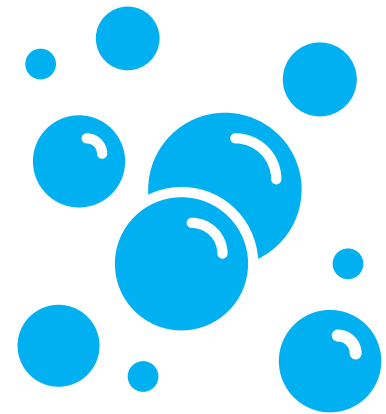
We encourage all drivers to take additional precautions to limit the spread of COVID-19. The CDC and the WHO emphasize how important it is to frequently wash your hands and to regularly clean and disinfect frequently touched surfaces in order to prevent COVID-19 spread.

We recognize that vehicles represent a special challenge as they are most often used as shared resources. Thus, we believe it is in our best interest to frequently clean our vehicles; especially after the vehicle has left your custody for use by others, for oil changes, for maintenance activities or other events.



Here are a few disinfecting recommendations on how to properly maintain a clean vehicle:

- Wash your hands before and after driving
- Wear gloves when possible outside of your vehicle, especially when fueling.
 - Pumps, keypads and other surfaces are frequently touched and may not have been disinfected
- When possible use touchless payment methods to avoid touching keypads or pens
- Consider using your knuckles rather than fingertips to touch common use contact areas
 - Compared to fingertips, knuckles will generally have less contact with other things throughout the day
- When finished driving the vehicle for the day, thoroughly wipe down the vehicle with disinfectant wipes or other appropriate cleaning solutions.
- Don't use bleach or hydrogen peroxide on the inside of your car.
- Soap and water are safe for most car interiors, especially fabrics and older leather that may have cracks.
- Do not scrub too hard as most car leathers and imitation leathers have urethane coatings for protection, which is safe to clean with alcohol. However, cleaning leather with alcohol can leave it susceptible to damage and discoloration



Here is a list of high touch areas that should be disinfected:

- Car keys and fobs
- Door handles, door latches and lock buttons
- Steering wheel
- Shift lever
- Any buttons or touch screens (radios, mirror adjusters, climate controls, etc.)
- Wiper and turn signal stalks
- Center console and cup holders
- Driver and passenger armrests and seat belts, grab handles, and seat adjusters
- Headrests and seat pockets

VISITORS

To mitigate additional exposures to personnel, visitors and non-essential personnel are prohibited from the work sites, unless prior approval is granted.

Authorized visitors must adhere to worksite protocols:

- Visitors must adhere to social distancing protocols

- Use a face covering when entering the facility and inspecting or meeting with workers
- No handshake greetings
- Do not share clipboards, but rather use a white board to demonstrate the concept
- If visitors are symptomatic, they are prohibited from the facility
- Increased use of virtual technology for project tracking and updates to reduce visitors shall be used when available

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) offers a variety of educational and informational support services to assist with challenges that may be impacting you and your families during these unprecedented times. Some of these challenges may include:

- Depression and anxiety
- Fear and isolation
- Health impairment
- Stress
- Substance use disorder
- Sleeplessness
- Grief
- Child-care and virtual schooling issues
- Elder-care issues
- Financial challenges (e.g., wage reductions, student loan repayment, debt, investment losses)
- Housing concerns
- Family issues (e.g., marriage/partner conflicts, parenting challenges)
- Workplace concerns (e.g., sudden work-from-home, job stress, co-worker communications)



Please contact Human Resources for additional information.

INDIVIDUAL THERAPY

- Virtual Therapy – Telehealth will be supported as long as it is therapeutically viable for the participant
 - Currently clients doing teletherapy successfully
 - Office appointments will be available for services that requires this (certain medications, injectables etc)
 - Offices offering in person visits will be larger, staff and clients are required to wear PPE
 - Therapists can be flexible – offer virtual services while onsite at clinic
 - Set up onsite private smaller rooms for virtual services



Homestart Services – virtual sessions will occur for those participants where this continues to be a viable alternative

- Therapists will wear masks, gloves in client homes
- Home visits may resume with family approval
 - Family is to wear a mask before staff may enter
 - Hope will provide masks where needed
- Alternate meeting locations in natural environment may also be arranged as appropriate: park, library, community center

REPORTING

- Employees are required to report all potential incidents, including those involving the presence of contaminated waste to their supervisor and/or human resources manager immediately.
- Additionally, employees that suspect there is a potential exposure to a communicable disease, must report the potential exposure to their supervisor and/or safety manager immediately.
- Department Managers and/or the Safety Manager will then determine the appropriate decontamination procedures.
- Employees that are sick or have flu-like symptoms are encouraged to stay home and to notify their supervisor of their illness immediately.
 - Fever, cough, shortness of breath/trouble breathing
 - Chills, night sweats, sore throat, muscle/body aches
 - Loss of taste or smell, headache, confusion, vomiting, diarrhea

TESTING

Who Should Get Tested?

If you, or anyone you have been in contact with has tested positive for COVID-19 or has any of the following warning signs, please stay at home and contact Human Resources immediately.

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to awake
- Bluish lips or face

California has developed the following testing categories, which can be found at this website: <https://covid19.ca.gov/testing-and-treatment/>

Tier 1

- Hospitalized patients
- Healthcare workers, first responders, and other social service employees
- Any symptomatic person
- People exposed to infected individuals in places where COVID-19 risk is high
- Asymptomatic residents or employees of group living facilities including:
 - After positive cases have been identified in a facility
 - Before resident admission or re-admission to a facility
- People in essential jobs, which can be found here <https://covid19.ca.gov/essential-workforce/>

Tier 2

- Lower risk asymptomatic people

Community monitoring

- Asymptomatic people as part of community or regional surveillance programs

Drive-through testing (Verily's Project Baseline) is also available throughout California. To find a location near you, visit Project Baseline's COVID-19 testing website: www.projectbaseline.com/study/covid-19/.

Your safety and well-being are our priority and we will continue to make every effort to keep our staff, clients and communities we serve safe.



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

Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.

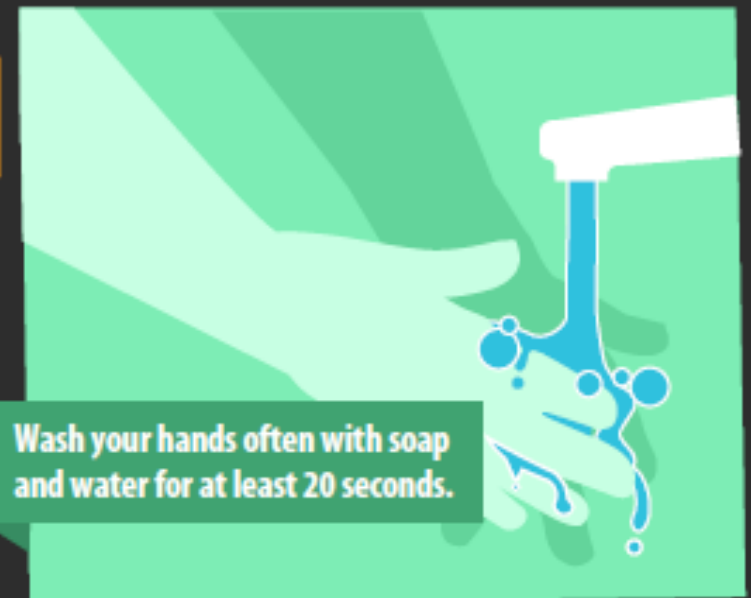


When in public, wear a cloth face covering over your nose and mouth.

Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



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



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Transforming lives through Hope since 1952