



Tri-County Independent Living

COVID19 Re-Entry Plan

TCIL is committed to providing services to our clients in the safest way possible for both our clients and staff. Upon re-opening of the office to both staff and the public, TCIL will follow the measures below until further notice.

The TCIL Office Manager shall be responsible for implementing and monitoring compliance with this Plan.

Announcing Re-Opening

Announcement of TCIL's re-opening will be made via email blast, social media and press releases. Announcement will include that:

1. TCIL will resume normal days of operation from 8:00 a.m.- 11:30 a.m. and 1:00 p.m. – 4:30 p.m. and will be providing most of its all services
2. Services will be provided by appointment only
3. Visitors will be asked to cancel an appointment if they are sick or have flu-like symptoms
4. Visitors will be asked to bring and wear a face mask
5. Visitors will be asked at the door if they have any flu-like symptoms
6. Staff and visitors will maintain a distance from each other at least the distance recommended by the CDC, which is currently 6 feet away from each other.
7. Clients and staff will be able to meet in a confidential setting.
8. Limited Assistive Technology services will be available while physical distancing is required

Staff

1. All staff members who will be coming into the office will receive a COVID19 Identification and Prevention Training.
2. Staff members entering the office will report to their supervisor or other management present at the beginning of their shift each day at which time the supervisor or manager will inquire and observe if

employee is experiencing any COVID19 symptoms.(see symptoms list on page 7). The employee shall report any COVID19 symptoms they are experiencing to their supervisor or manager at that time. If any symptoms are reported or observed, the employee will be asked to return home.

3. Supervisors or managers will notify the TCIL Office Manager or Executive Director immediately if an employee has exhibited or reported having any COVID19 symptoms. The Office Manager shall report such incidences to the Executive Director.
4. The Executive Director or her designee may require either 1) the employee to obtain a COVID19 test and to either work remotely or be on leave, until a negative test result is received, or 2) work from home, if work is available to do remotely, or be on leave for the amount of time recommended by CDC before returning to the office.
5. If an employee tests positive for COVID19, the TCIL Office Manager will identify everyone that that staff member has been in physical contact with within the office including staff members, clients and other members of the public, and notify all such persons of the positive test result. The Office Manager shall also notify the Humboldt County Health Department.
6. Staff will work either in private office spaces, or, if their workspace is located in a shared space, scheduling of staff working in shared spaces will be staggered so as to maintain a minimum of distance recommended by the CDC which is currently 6 feet between each staff members' seated working area.
7. Staff will be asked to wear face masks that cover the nose and mouth when they are in shared space equal to, or less than, the distance recommended by the CDC which is currently 6 ft., or with another person in an enclosed office. According to current CDC guidance, face masks worn in public by non-medical professionals should not be N95 type masks. The CDC currently recommends masks made of cloth. According to the CDC, masks can be as simple as a bandana or scarf. TCIL will provide masks to employees at the employee's request.
8. If staff are using personal cloth masks, staff will be asked to maintain the cleanliness of their personal face mask themselves. If the mask is provided by TCIL, TCIL will clean the masks and return them to staff. If staff are using TCIL provided masks, staff are requested to write their initials in permanent marker discreetly on the mask so the same masks can be returned to that employee. This can also be used by

the employee to mark which side of the mask should consistently be placed to the outside.

9. Staff will be encouraged to regularly wash their hands with soap and water. This procedure is highly preferable. According to the CDC, hand sanitizer should only be used when hand washing is not available as hand washing provides superior protection. In addition, hand sanitizer can cause reactions in chemically sensitive or fragrance sensitive individuals. Several TCIL staff members have this sensitivity.

Reception

1. Reception area furnishings, brochures, handouts, reading materials, etc. will be reduced to the minimum required and seating area will be spaced so as to space sitters at least 6 feet apart.
2. A notice will be placed on the front door advising that TCIL is available by appointment only until further notice.
3. Before entering, visitors will be asked, in person or by form, if they have any flu-like symptoms. Any visitor who exhibit any flu-like symptoms will be asked to reschedule their appointment when they are well and will be asked to leave the office. (See symptoms list on page 7).
4. TCIL staff will offer a face mask to the client if they do not have one with them. If disposable masks are available they will be provided. If disposable masks are not available, visitors will be offered a reusable masks. Reusable masks will be provided contained in a zip lock baggie. Before leaving TCIL, the mask will be returned to TCIL by dropping it into a closed container. The masks will then be taken by the ED or other manager at the end of the day to be washed, returned and re-packaged for the next day.
5. A physical barrier of furniture or other device will be created in front of the reception counter, and or floor markings may be used, to indicate safe distancing from staff working at the reception counter.
6. No more than ~~2 people~~ the number of people who can maintain the CDC recommended distance, which is currently 6 ft., will be allowed in the reception area and in the office at one time ~~so long as the 6 foot spacing can be maintained.~~
7. ~~No more than 2 clients will be allowed in the office at one time. Only client at a time may be accompanied by a support person.~~

8. Scheduling of clients will be managed through the ~~Admin & Program Support Specialist~~ Google calendar to ensure the above guidelines are maintained.

Clients

1. Clients will be seen on an appointment basis only.
2. Clients will be advised at the time they make their appointment to bring and wear a face mask, and that should they be accompanied by a support person that person as well will need to bring and wear a mask. If they are not wearing a face mask, they will be offered one if TCIL has any available. If they will not wear a mask, or if TCIL does not have any available to give them, they will be asked to reschedule when they will have and will wear a mask. They will not be admitted into the office.
- ~~3. No more than 2 clients will be permitted in the office at one time.~~
- ~~4. Clients may have one support person accompany them if they schedule that in advance. If a support person will accompany the client, the client should advise TCIL of this in advance so that the conference room can be reserved and so that the CDC recommended distance can be maintained which is currently 6 ft. no other client who will be accompanied by a support person will be scheduled at the same time.~~
5. Staff will meet with clients in a manner that maintains the CDC recommended distance, which is currently a 6 foot distance. between the staff member and the client. This may mean conducting some client meetings in the conference room and using the staff member's laptop. Staff should reserve a room in advance for a client meeting that will allow them to meet while maintaining the recommended physical distancing.

Lunch Break

1. Staff will self-regulated their lunch breaks to be within the guidelines below: ~~will be assigned and scheduled as follows:~~
~~2 staff scheduled for lunch from 11:30 to 12:00 p.m.~~
~~2-3 staff from 12:00-12:30 p.m. (to include the Admin and Program Support Specialist)~~

~~2 staff from 12:30 – 1:00 p.m.~~

- ~~2. Staff members will retain the same lunch they have been assigned to throughout the week.~~
2. The office will be closed from 11:30 – 1:00 p.m. for the lunch break
3. Staff will take their 30 minute lunch within the time frame above, ensuring that no more than 3 staff members take their lunch at the same time

Rest Breaks

Employees will be encouraged to stagger their morning and afternoon rest breaks

Meetings

1. All meetings must be held in a manner that maintains the CDC recommended distance, which currently is a minimum 6 foot distancing between participants. This will remain in effect until otherwise directed. Meetings that cannot maintain this distancing, such as staff and board meetings, will continue to be held virtually via video conferencing until otherwise directed.

Phone System

TCIL will continue to use the virtual phone system through Grasshopper for the time being to provide maximum flexibility, and will move back to the regular phone system when feasible.

Pathways

Directional arrows may be used on the floor in some office areas to indicate one way flow of traffic to minimize employees passing one another.

Cleaning and Disinfecting

1. If staff are disinfecting, they should wear appropriate PPE.
2. The following surfaces will be cleaned and disinfected each work day. Cleaning and disinfecting will be performed by the contracted janitorial service staff. Surfaces to be cleaned daily by the janitors include:

countertops
table tops
copier
thermostat
doorknobs
light switches
door frames where hand smudges are visible
handles
phones and handheld receivers
keyboards & mice
toilet seat and seat cover surfaces
faucets

3. Staff will be responsible for cleaning and disinfecting their touch screens, tablets, cell phones, laptops and any other electronic equipment assigned to them.

A Few Important Reminders about Coronaviruses and Reducing the Risk of Exposure from the CDC:

- Most surfaces and objects will just need normal routine cleaning.
- Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects.
- Normal routine cleaning with soap and water removes germs and dirt from surfaces. It lowers the risk of spreading COVID-19 infection.
- Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection. If effective disinfectants are in short supply, alternative disinfectants can be used (for example, 1/3 cup of bleach added to 1 gallon of water, or 70% alcohol solutions).
- Disinfectants should typically not be applied on items used by children, especially any items that children might put in their mouths.
- Always wear gloves appropriate for the chemicals being used when cleaning and disinfecting.

Determine what needs to be cleaned

Many disinfectants are toxic when swallowed.

These questions will help you decide which surfaces and objects will need normal routine cleaning.

Has the area been unoccupied for the last 7 days?

If your workplace has been unoccupied for 7 days or more, it will only need your normal routine cleaning to reopen the area. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time.

Are you cleaning or disinfecting a hard and non-porous material or item like glass, metal, or plastic?

You can use diluted household bleach solutions if appropriate for the surface. Pay special attention to the personal protective equipment (PPE) that may be needed to safely apply the disinfectant and the manufacturer's recommendations concerning any additional hazards. Keep all disinfectants out of the reach of children. Please visit [CDC's website on How to Clean and Disinfect](#) for additional details and warnings.

COVID19 Symptoms – from CA Dept of Public Health Website

Typically, human coronaviruses cause mild-to-moderate respiratory illness. Symptoms are wide ranging and can be similar to the flu, including:

- Fever
- Cough
- Shortness of breath
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore Throat
- New loss of taste or smell

COVID-19 can cause more severe respiratory illness. If you have any of the emergency warning signs listed below, you should contact your medical provider immediately:

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