

## **SCARC, Inc. COVID-19 Response - Office Operations Protocol**

### **Phase 1**

#### **General Overview**

- This Protocol pertains to all SCARC, Inc. affiliated organizations with office space in a SCARC, Inc. Administrative Building.
- Employees who can continue to work from home should do so as much as possible.
- Employees should always be fully prepared to work from home in the event of an unexpected COVID-19 related closing of the Administrative Buildings, with exception made for essential employees.
- Administrative staff will have flexible in office working schedules to limit the number of staff they come into contact with during their workday.
- Administrative employees should communicate with the CHRO or HNCA if they have concerns specific to their circumstances, such as a health condition that places them or someone in their household at high risk. All information will be kept in the strictest of confidentiality and only disclosed on an as needed basis.
- Administrative Building cleanliness and office staff health requires each of us to responsibly engage in work activities and appropriate cleaning regimens as outlined in this protocol.

#### **Monitoring Administrative Health and Reporting Symptoms**

- Employees who feel ill should notify their supervisor and the HNCA immediately, even if they do not plan to enter a SCARC, Inc. Administrative Building in the foreseeable future.
- Staff and visitors shall not come into an Administrative Building with the following symptoms:
  - Fever/temperature above 99.9 degrees
  - Shortness of breath or difficulty breathing
  - Cough
  - Other signs of respiratory infection (congestion, and runny nose)
  - Chills
  - Muscle Pain or body aches
  - Headache
  - Sore Throat
  - New loss of taste or smell
  - Nausea/vomiting/diarrhea
  - Fatigue
- Staff and visitors shall not come into an Administrative Building if they have travelled outside the tristate area (New Jersey, New York or Pennsylvania) in the last 14 days. As per the New Jersey Department of Health, all domestic and international travel outside of this geographic area requires quarantine for a 14-day period before community integration can occur.
- If someone in the employee or visitor's household is ill, but the employee or visitor themselves is symptom free as described in the screening tool, please reach out to the HNCA or designee for approval to come into an Administrative Building before doing so.
- If the employee or visitor enters a hospital facility, either for themselves or others, in the last 14 days, they are to reach out to the HNCA or designee for approval to come into an Administrative Building before doing so.

- All personal symptom related information, symptom related information of those in their household, potential exposure, **time spent in a hospital setting** and travel quarantine requirements of staff must be communicated to the HNCA without delay. Not reporting as required may result in disciplinary action for staff.
- If staff or visitors with a confirmed case of COVID-19, have come into contact with individuals served by the organization, it is required by DDD to report this, including the individual's name, via Unusual Incident Report. Individual's identifying information will not be shared with staff members, individual guardians and support coordinators who require notification of a potential or confirmed exposure unless the staff specifically waives their HIPAA rights and says SCARC, Inc. may use their name.
- If you are already in an Administrative Building and begin feeling sick, you should notify your supervisor and the HNCA or designee or the person you are visiting and go home immediately. Employees can utilize accrued paid-time-off hours and/or other paid leave that may be available. Contact human resources for more information on available paid time off.
- Return to the Administrative Office may occur only when instructions outlined below in sections titled "Suspected COVID-19 diagnosis in Staff", "Suspected COVID-19 diagnosis in Visitors", "Identified COVID-19 diagnosis in Staff" or "Identified COVID-19 diagnosis in Visitors" are met.

### **Mask Requirements**

- All people entering SCARC, Inc. Administrative Buildings are required to wear a mask upon exiting their vehicle and for the entire duration of their time on SCARC, Inc. property. Staff may either wear a personal cloth barrier mask or a disposable surgical mask provided by SCARC, Inc. when in SCARC, Inc. buildings or on SCARC, Inc. property.
  - If you have a medical condition that restricts you from safely wearing a mask, please speak with the CHRO.
- At no time is any person permitted to be in an Administrative Building without their mask on, even if no one else is in the building or area while they are utilizing that space. This includes single and multiple occupancy restrooms.
- Not adhering to the mask requirements as outlined may result in disciplinary action for staff.
- Visitors who do not adhere to the mask wearing protocol may be asked to not return to SCARC, Inc. property in the future unless mask wearing protocols are appropriately followed.

### **Entrance Screening**

- All employees and visitors entering our buildings will be screened for COVID-19 symptoms and possible exposure utilizing the Savance COVID-19 Screening Kiosk located at the main entrance of each Administrative Building.
- Staff and visitors are to approach the kiosk immediately upon entering the building and have their temperature taken and the COVID-19 Screening Tool completed.
- Administrative passes, visitors passes and trainee passes will be printed from the kiosk and worn by those in the office for the duration of their time on SCARC, Inc. property.
- Staff and visitors are not able to enter if their temperature is elevated beyond 99.9 degrees.
- People who refuse to answer health screening questions will not be permitted entry into the building. Employees will be marked with an unexcused absence in these circumstances and may be subject to disciplinary action.
- Upon leaving the kiosk, those entering the building should then utilize the hand sanitizing station or report to the nearest restroom to wash their hands.

- If an employee or visitor does not pass the screening, they will be prompted by the kiosk to leave the building immediately. The person who did not pass the screening will be prompted to reach out to the CHRO, HNCA or designee to discuss the screening results.
- All SCARC, Inc. and SCARC Foundations staff must speak with the CHRO or HNCA. SCARC Guardianship Services Chief Executive Officer may act as the liaison between their staff and visitors with the HNCA. These individuals are held to the same screening guidelines and standards listed above.
- Not completing the entrance screening or submitting false information may result in disciplinary action for staff.
- Visitors who do not adhere to the COVID-19 Screening protocol may be asked to not return to SCARC, Inc. property in the future unless Screening protocols will be appropriately followed.

### **Space Utilization**

- The capacity for each building during this period is as follows:
  - SCARC, Inc. Administrative Office: 16 staff maximum at one time.
  - Richard and Susan Lecher Building: 3 staff maximum at one time\*.
  - Hampton Center Administrative Building: 5 staff maximum at one time\*.
  - In person training: 7 staff maximum attending each training; 6 only in computer lab.

\*Not including staff attending Training in the building or Day Habilitation staff.

- Administrative Staff are required to follow their specified work schedule and only enter SCARC, Inc. Administrative Offices on days they are assigned to do so. Staff cannot adjust their specified work schedule as needed. All changes must be requested in advance to the CHRO.
- SCARC, Inc. Director of Recruitment and Training will communicate all upcoming training schedules to Administrative office staff who share office space with the Hampton Center and Richard Lecher Center Training Rooms. Staff whose specified work schedules overlap with a training day may still work in the building during this time. In person training maximums have been devised to ensure other administrative staff can work safely in shared spaces during these training periods.
- All planned events that utilize Administrative Building space require prior approval from a chief executive of the organization. Planned events must be communicated to the chief executives, the director of facilities, transportation and risk management and the appropriate director of community services.
- Office visits for SCARC, Inc. and its affiliated organizations may occur for related business only. Any visitors outside of this description, including family members, are excluded from entering a SCARC, Inc. Administrative Buildings at this time.
- Office visits from day habilitation participants, outside visitors and staff during working hours will be limited and only occur if approved by a chief executive of the organization during this period.
- Office visitors should not remain in the Administrative Office for more than a two-hour period unless otherwise approved by a chief executive of the organization.
- Staff attending in person trainings on premises are able to remain in the Administrative Building longer than two hours and for the duration of their training period.
- In person meetings will be limited. Meetings of more than 2 people will be held via telephone conference or video conference unless a space is available that is large enough to allow for 6 feet of distancing between all participants. Outdoor meetings are encouraged weather permitting.

- Face to face socializing that is not business related should occur for less than 10 minutes at a time.
- Shared spaces (office kitchen, mailroom, printer rooms) shall be limited to 1 staff at a time.
- Multiple staff may utilize the shared restroom space at once but masks must remain on at all times, with or without others present.
- Suite Doors will remain open to reduce touching of high traffic surfaces.
- Water stations and shared coffee will be eliminated.
- Residential and day habilitation programs will continue to receive their mail and PPE from assistance with the facilities department, with the exception of an incidence of identified COVID-19 diagnosis in the Administrative Building. During this time, deliveries will be postponed.
- Not adhering to your specified work schedule or the space utilization requirements may result in disciplinary action.

### **Maintaining Cleanliness**

- All staff are to wash hands upon entrance and exit of a building and frequently throughout the day. Wash your hands with soap and water for 20 seconds or use hand sanitizer if soap and water is not available.
- All shall avoid touching nose, mouth and eyes.
- All shall cover cough and sneezes using your elbow or a tissue.
- All shall wash hands if they cough, sneeze, or blow their nose.
- Replace handshakes with head nods, waves and elbow bumps.
- Avoid sharing personal items and using other employees' phones, desks, offices or other work tools and equipment, when possible.
- Shared spaces and frequently touched surfaces should be cleaned by employees before and after use and at least daily thereafter with EPA approved cleaning products provided by SCARC, Inc.
  - Areas that include but are not limited to regular cleaning include highly touched hard non porous surfaces such as tabletops, chair armrests, phone, doorknobs, writing utensils, light switches, remotes, etc.
  - For electronics such as tablets, touch screens, keyboards, remote controls, and cell phones, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
- Cleaning Stations with EPA approved cleaners and additional cleaning supplies will be available for use in each suite of the Administrative Buildings. These supplies will be replenished regularly by the Facilities Department.
- Hand sanitizer will be provided throughout the building.
- Posters will be displayed with reminders on how to prevent the spread of germs.
- Staff shall dispose of all PPE in a separate designated red waste receptacle located in each Administrative Office suite. All PPE waste receptacles must be emptied with waste removed from the office space when full by the Facilities Department.
- All administrative staff will be trained on the use of Lithium-Ion Fogger and Electric Static Sprayers for sanitizing purposes. These will be available in each Administrative Office, so that staff may further sanitize their office space with this device as needed.

- SCARC, Inc. Administrative Building HVAC systems are equipped with Ultraviolet Germicidal Light Technology designed to improve air quality and eliminate virus and bacteria in the air system that could otherwise contribute to the spread of illness within the office setting.
- SCARC, Inc. Trainers and trainees will adhere to Addendum A: SCARC, Inc. Onsite Training COVID-19 Protocol to ensure maintained cleanliness.
- Upon suspected or confirmed COVID-19 illness, HNCA or designee will notify the Facilities Department. A thorough cleaning of the workspace used by the infected individual will be complete by SCARC, Inc. Facilities Department staff using the Lithium-Ion Fogger and Electric Static Sprayer. The Facilities Department will further coordinate with a commercial cleaning company by SCARC, Inc. for further cleaning in the Administrative Office potentially contaminated.
- Not adequately partaking in the cleanliness standards outlined may result in disciplinary action for staff.

### **Suspected COVID-19 diagnosis in Staff**

1. Staff to notify supervisor, CHRO, HNCA or designee immediately.
2. Notified party to immediately inform all administrative parties who participate in the coordination of exposure response of suspected exposure discretely and in line with HIPAA standards.
3. Staff to provide all written documentation regarding quarantine status to CHRO and HNCA.
4. Staff must remain in contact with HCNA or designee throughout their illness process including communicating ongoing symptoms, testing, doctor's recommendations, etc.
5. Potentially exposed administrative staff will be sent home and asked to telework for at least 14 days or until the workspace is cleared for administrative reentry by the HNCA and CHRO. Supervised Apartment and Day Habilitation staff may remain working from their office space but will have access to other areas of SCARC, Inc. Administrative Buildings restricted during this time. Specific guidance will be given by the HNCA at time of suspected diagnosis.
6. Staff with suspected illness to follow medical professional orders.
7. Staff will submit a return to work note to the CHRO and HNCA who will determine a return date based on CDC and DDD guidelines and what is in the best interest of the organization.
8. All SCARC, Inc. and SCARC Foundations staff must speak with the CHRO or HNCA. SCARC Guardianship Services Chief Executive Officer will act as the liaison between their staff with the HNCA. These individuals are held to the same screening guidelines and standards listed above.
9. A thorough cleaning of the workspace used by the infected individual will be complete by SCARC, Inc. Facilities Department staff using the Lithium-Ion Fogger and Electric Static Sprayer. The Facilities Department will further coordinate with a commercial cleaning company by SCARC, Inc. for further cleaning in the Administrative Office potentially contaminated.

### **Suspected COVID-19 diagnosis in Visitors**

1. Visitor to be prompted by kiosk to contact CHRO, HNCA or designee immediately.
2. Notified party to immediately inform all administrative parties who participate in the coordination of exposure response of suspected exposure discretely and in line with HIPAA standards.
3. Visitor who fail must communicate with HCNA or designee the positive or negative test result of a COVID-19 Test when it is received.
4. Potentially exposed administrative staff will be sent home and asked to telework for at least 14 days or until the workspace is cleared for administrative reentry by the HNCA and CHRO. Supervised Apartment and Day Habilitation staff may remain working from their office space but

will have access to other areas of SCARC, Inc. Administrative Buildings restricted during this time. Specific guidance will be given by the HNCA at time of suspected diagnosis.

5. Visitors of SCARC Guardianship Services may choose to have Chief Executive Officer of SCARC Guardianship act as the liaison between their staff and visitors with the HNCA. These individuals are held to the same screening guidelines and standards listed above.
6. A thorough cleaning of the workspace used by the infected individual will be complete by SCARC, Inc. Facilities Department staff using the Lithium-Ion Fogger and Electric Static Sprayer. The Facilities Department will further coordinate with a commercial cleaning company by SCARC, Inc. for further cleaning in the Administrative Office potentially contaminated.

#### **Identified COVID-19 diagnosis in Staff**

1. Staff to notify CHRO, HNCA or designee immediately.
2. Notified party to immediately inform all administrative parties who participate in the coordination of exposure response of confirmed exposure discretely and in line with HIPAA standards.
3. Staff to provide all written documentation regarding quarantine status to CHRO and HNCA directly.
4. Staff must remain in contact with HCNA or designee throughout their illness process including communicating ongoing symptoms, testing, doctor's recommendations, etc.
5. A UIR must be generated for all identified diagnoses of COVID-19 in staff if contact with individuals served has occurred.
6. All office employees and those in day habilitation programs or residential programs who may have been exposed are to be notified of confirmed illness in the program.
7. Senior Coordinator of Community Services will disseminate Identified COVID-19 Diagnosis Memo to all administrative staff.
8. All administrative staff will be sent home and asked to telework for at least 14 days or until the workspace is cleared for administrative reentry by the HNCA and CHRO. Supervised Apartment and Day Habilitation staff may remain working from their office space but will have access to other areas of SCARC, Inc. Administrative Buildings restricted during this time. Specific guidance will be given by the HNCA at time of identified diagnosis.
9. Administrative Building non-emergent work that requires an in office presence, will be postponed during this time period. Only essential employees (i.e. Facilities Department maintenance staff) will be allowed in administrative areas of the building on an emergent basis with a chief executive of the organization's approval.
10. Deliveries of mail or PPE should not be made during this time to avoid contamination of a residential setting.
11. A thorough cleaning of the workspace used by the infected individual will be complete by SCARC, Inc. Facilities Department staff using the Lithium-Ion Fogger and Electric Static Sprayer. The Facilities Department will further coordinate with a commercial cleaning company by SCARC, Inc. for further cleaning in the Administrative Office potentially contaminated.
12. Staff with identified illness to follow medical professional orders.
13. Staff will submit a return to work note to the CHRO and HNCA who will determine a return date based on CDC and DDD guidelines and what is in the best interest of the organization.
14. All SCARC, Inc. and SCARC Foundations staff must speak with the CHRO or HNCA. SCARC Guardianship Services Chief Executive Officer may act as the liaison between their staff with the HNCA. These individuals are held to the same screening guidelines and standards listed above.

#### **Identified COVID-19 diagnosis in Visitor**

1. Visitor to notify CHRO, HNCA or designee immediately.
2. Notified party to immediately inform all administrative parties who participate in the coordination of exposure response of confirmed exposure discretely and in line with HIPAA standards.
3. A UIR must be generated for all identified diagnoses of COVID-19 in staff if contact with individuals served has occurred.
4. All office employees and those in day habilitation programs or residential programs who may have been exposed are to be notified of confirmed illness in the program.
5. Senior Coordinator of Community Services will disseminate Identified COVID-19 Diagnosis Memo to all administrative staff.
6. All administrative staff will be sent home and asked to telework for at least 14 days or until the workspace is cleared for administrative reentry by the HNCA and CHRO. Supervised Apartment and Day Habilitation staff may remain working from their office space but will have access to other areas of SCARC, Inc. Administrative Buildings restricted during this time. Specific guidance will be given by the HNCA at time of identified diagnosis.
7. Administrative Building non-emergent work that requires an in office presence, will be postponed during this time period. Only essential employees (i.e. Facilities Department maintenance staff) will be allowed in administrative areas of the building on an emergent basis with a chief executive of the organization's approval.
8. Deliveries of mail or PPE should not be made during this time to avoid contamination of a residential setting.
9. A thorough cleaning of the workspace used by the infected individual will be complete by SCARC, Inc. Facilities Department staff using the Lithium-Ion Fogger and Electric Static Sprayer. The Facilities Department will further coordinate with a commercial cleaning company by SCARC, Inc. for further cleaning in the Administrative Office potentially contaminated.
10. All visitors of SCARC, Inc. and SCARC Foundations staff must speak with the CHRO or HNCA. Visitors of SCARC Guardianship Services Chief Executive Officer may act as the liaison between their staff with the HNCA. These individuals are held to the same screening guidelines and standards listed above.

## **Addendum A: SCARC, Inc. Onsite Training COVID-19 Protocol**

1. Temperatures are taken and screening checklist questions are asked prior to staff entering in the training room. Staff also need to sanitize their hands before entering. Staff should have their own pens, however, new pens are provided if they forget. They will take the pen with them after training.
2. Disinfectant wipes are on the counters in the women's and men's bathrooms. Let the trainees know that they need to wipe down the faucets after washing their hands.
3. When training has finished for the day, the following needs to be completed:
  - Clean all training tables with disinfectant spray
  - Use disinfectant wipes to wipe arms of chairs
  - Use disinfectant wipes to clean trainer table area and wipe arms of trainer chair
  - Use computer cleaning wipes to clean trainer laptop and mouse
  - Use computer cleaning wipes to clean trainee laptop used for clocking in/out and mouse
  - Use disinfectant wipes to wipe door handles of training room door and bathroom door handles
  - Use disinfectant wipes to wipe stair railings and door handles downstairs in lobby/front door
  - After CPR and First Aid Trainings, use disinfectant wipes to clean the manikins, epi-pen trainers, pool noodles, and mats
  - Trash accumulation in PPE waste receptacle in training room is removed from the building and placed in the appropriate dumpster at the end of each training day