



OAKLAND  
**Family Services**

**RETURN TO  
WORK PROCEDURE  
MANUAL**

May 2020

# RETURN TO WORK PROCEDURE MANUAL

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# RETURN TO WORK PROCEDURE MANUAL

## Introduction

Dear Employee,

Oakland Family Services' first priority is to keep our employees and their families healthy, especially in the midst of the COVID-19 pandemic. As such, we will abide by guidelines from the Oakland County Health Department (OCHD), Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), Occupational Safety and Health Administration (OSHA), and state and Federal government when possible as we strive to balance public health concerns with the needs of our Agency.

This Return To Work Procedure Manual details how we plan to re-open our Agency and still keep all of our employees safe to every extent possible. This procedure manual, which pulls from the Centers for Disease Control and Prevention (CDC) and Occupational Safety and Health Administration (OSHA) guidance, highlights the responsibilities of leadership and all employees and outlines the steps Oakland Family Services is taking to address COVID-19.

While we will implement various procedures to ensure your safety, it is up to you and your co-workers to execute on these protocols daily. By releasing this Return To Work Procedure Manual, Oakland Family Services intends to clearly communicate our plans moving forward, highlight workplace procedures in place to protect your safety and establish a level of comfort for all of our employees as we begin to return to the office.

We understand that every employee's situation is different, and we encourage those with specific risks or concerns to reach out to their supervisor and/or Human Resources to discuss alternate arrangements should it be necessary. After reading Oakland Family Services' Return to Work Procedure Manual, employees will sign an attestation that they have reviewed, and they are responsible for the information therein.

Together, we can stay safe, stay healthy and continue to help those who we serve build brighter futures as we've done for nearly 100 years. Thank you for continued awareness, cooperation and commitment to our mission and upholding your responsibilities (as outlined in this manual) in an effort to keep yourself, your co-workers and the community healthy.

## Return To Work Timeline (based on the MI Safe Start Plan)

Due to the evolving nature of the COVID-19 pandemic, creating an exact timeline for resuming “normal” operations is not feasible. Oakland Family Services will continue to monitor applicable federal, state and local guidance to determine who will work remotely, who will work primarily in the office and staff whose schedule includes both. Determinations will be made using several criteria including program and Agency needs, contractual obligations, funder requirements, licensing standards, best practice guidelines and any other needs determined by the agency.

At this time, the Agency will follow the ***MI Safe Start Plan To Re-Engage Michigan’s Economy***, set forth by Governor Gretchen Whitmer (May 7, 2020). This six-phase approach will begin to re-engage Michigan’s economy, while continuing to keep communities safe. Re-engagement will happen in phases. As the Governor moves the state through the phases, the agency’s leadership team will review the current orders, monitor contract/state requirements and follow all health and safety guidelines from (CDC, WHO, and the Health Department. Those businesses that are necessary to protect and sustain life are already open. As we move into lower-risk phases, additional business categories will re-open and other restrictions will gradually ease and will be guided by facts and data as it is received. While the full plan is available online, we have outlined a summary below.

[https://content.govdelivery.com/attachments/MIEOG/2020/05/07/file\\_attachments/1446147/Governor%20Whitmer%27s%20MI%20Safe%20Start%20Plan.pdf](https://content.govdelivery.com/attachments/MIEOG/2020/05/07/file_attachments/1446147/Governor%20Whitmer%27s%20MI%20Safe%20Start%20Plan.pdf)

## Six Phases Of Re-Engagement

### Phase 1: Uncontrolled Growth

Increasing number of new cases every day, likely to overwhelm the health system. Only critical infrastructure remains open.

#### **What Does it Look Like?**

The number of daily new cases increases by a constant rate every day, which leads to an increasingly accelerating case curve. If a community remains in this phase for an extended period of time, healthcare facilities could quickly be overwhelmed. Because unmitigated behavior contributes to the exponential growth, communities can slow the growth rate and exit this phase by introducing social distancing practices and wearing masks when in public.

## **What Work Can We Do/What Do We Need To Do To Stay Safe?**

Only work that is necessary to protect or sustain life will be permitted.

### **Businesses and Organizations**

**Retail:** Limited to grocery stores and other critical retail (e.g., pharmacies)

**Public Transportation:** Permitted

**Restaurants & Bars:** Available for take-out, delivery and drive-through only

**Manufacturing:** Critical manufacturing only

**Construction:** Only permitted for critical infrastructure projects

**Food & Agriculture:** Permitted

**Offices:** Closed to all non-critical workers during this phase

**Education & Child Care:** Remote learning in K-12 and higher education, childcare for critical workers (personal and social)

### **Personal and Social**

**Social Distancing:** In place, maintain a six-foot distance from others when outdoors / in public

**Face coverings:** Required

**Gatherings:** Not permitted

**Outdoor Recreation:** Walking, hiking, biking permitted

**Quarantine/Isolation:** Individuals who have confirmed or suspected COVID-19 must isolate, and any individual with a known exposure must quarantine, according to CDC and public health guidance

**At-risk populations:** All at-risk individuals should continue to shelter in place. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents. Businesses should strongly consider special accommodations for personnel who are members of an at-risk population

## Phase 2: Persistent Spread

Continue to see high case levels with concern about health system capacity. Only critical infrastructure remains open, with lower-risk recreational activities allowed.

### **What Does it Look Like?**

This phase occurs after the Uncontrolled Growth phase, but when the epidemic is still expanding in the community. There are still high case levels, but the growth rate might gradually decrease. Within this phase, the epidemic is widespread in a community and source of infection is more difficult to trace. Even though the growth rate of new cases is decreasing, high volumes of infected individuals mean that health systems could become overwhelmed, leading to higher mortality rates. During this phase, it is important to maintain social distancing practices in order to slow the spread to a level that health systems can handle as they are continuing to build capacity.

### **What Work Can We Do/What Do We Need To Do To Stay Safe?**

Only work that is necessary to protect or sustain life will be permitted.

### **Businesses and Organizations**

**Retail:** Limited to grocery stores and other critical retail (e.g., pharmacies)

**Public Transportation:** Permitted

**Restaurants & Bars:** Available for take-out, delivery and drive-through only

**Manufacturing:** Critical manufacturing only

**Construction:** Only permitted for critical infrastructure projects

**Food & Agriculture:** Permitted

**Offices:** Closed to all non-critical workers during this phase

**Education & Child Care:** Remote learning in K-12 and higher education, childcare for critical workers (personal and social)

### **Personal and Social**

**Social Distancing:** In place, maintain a six-foot distance from others when outdoors / in public

**Face coverings:** Required



**Gatherings:** Not permitted

**Outdoor Recreation:** Walking, hiking, biking permitted

**Quarantine/Isolation:** Individuals who have confirmed or suspected COVID-19 must isolate, and any individual with a known exposure must quarantine, according to CDC and public health guidance

**At-risk populations:** All at-risk individuals should continue to shelter in place. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents. Businesses should strongly consider special accommodations for personnel who are members of an at-risk population.

### Phase 3: Flattening

Epidemic is no longer increasing, and health system capacity is sufficient for current needs. Specified lower-risk businesses can re-open given adherence to strict safety measures.

#### **What Does it Look Like?**

This phase occurs when daily new cases and deaths remain relatively constant over a time period. Often, this occurs because communities have started to use social distancing practices and transmission rates have fallen to manageable levels. Because new cases are not constantly increasing, health system capacity has time to expand to epidemic needs and is not typically overwhelmed. During this phase, testing and contact tracing efforts are ramped up statewide. To prevent each infected individual from spreading the virus unchecked, rapid case investigation, contact tracing, and containment practices are necessary within a community.

#### **What Work Can We Do/What Do We Need To Do To Stay Safe?**

Non-critical businesses that pose lower risk of infection are able to open with increased safety measures during this phase:

##### **Businesses and Organizations**

**Retail:** Limited to grocery stores and other critical retail (e.g., pharmacies), plus curbside or delivery for nonessential retail

**Public Transportation:** Permitted

**Restaurants & Bars:** Available for take-out, delivery and drive-through only

**Manufacturing:** Permitted with additional safety measures and guidelines

**Construction:** Permitted with additional safety measures and guidelines

**Food & Agriculture:** Permitted

**Offices:** Closed to all non-critical workers during this phase

**Education & Child Care:** Remote learning in K-12 and higher education, childcare for critical workers and anyone resuming work activities

**Outdoor Work:** Permitted with additional safety measures and guidelines

### **Personal and Social**

**Social Distancing:** In place, maintain a six-foot distance from others when outdoors / in public

**Face coverings:** Required

**Gatherings:** Not permitted

**Outdoor Recreation:** Walking, hiking, biking, golfing and boating permitted

**Quarantine/Isolation:** Individuals who have confirmed or suspected COVID-19 must isolate, and any individual with a known exposure must quarantine, according to CDC and public health guidance

**At-risk populations:** All at-risk individuals should continue to shelter in place. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents. Businesses should strongly consider special accommodations for personnel who are members of an at-risk population.

### **Phase 4: Improving**

Epidemic clearly decreasing and health system capacity is strong with robust testing and contact tracing. Additional businesses can re-open given adherence to strict safety measures.

## **What Does it Look Like?**

This phase occurs when the number of new cases and deaths has fallen for a period of time, but overall case levels are still high. When in the Improving phase, most new outbreaks are quickly identified, traced, and contained due to robust testing infrastructure and rapid contact tracing. Health system capacity can typically handle these new outbreaks, and therefore case fatality rate does not rise above typical levels. Though a community might be in a declining phase, the overall number of infected individuals still indicate the need for distancing to stop transmission and move to the next phase.

## **What Work Can We Do/What Do We Need To Do To Stay Safe?**

Most business and organizations will be open throughout this phase under strict safety measures. These include:

### **Businesses and Organizations**

**Retail:** Permitted with additional safety measures and guidelines (e.g., limited capacity)

**Public Transportation:** Permitted

**Restaurants & Bars:** Available for take-out, delivery and drive-through only

**Manufacturing:** Permitted with additional safety measures and guidelines

**Construction:** Permitted with additional safety measures and guidelines

**Food & Agriculture:** Permitted

**Offices:** Open (remote work still required where feasible)

**Education & Child Care:** Remote learning in K-12 and higher education, summer programs in small groups

**Outdoor Work:** Permitted with additional safety measures and guidelines

### **Personal and Social**

**Social Distancing:** In place, maintain a six-foot distance from others when outdoors / in public

**Face coverings:** Required

**Gatherings:** Limited to small groups with social distancing

**Outdoor Recreation:** Walking, hiking, biking, golfing, boating permitted. Activities permitted in small groups with social distancing

**Quarantine/Isolation:** Individuals who have confirmed or suspected COVID-19 must isolate, and any individual with a known exposure must quarantine, according to CDC and public health guidance

**At-risk populations:** All at-risk individuals should continue to shelter in place. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents. Businesses should strongly consider special accommodations for personnel who are members of an at-risk population

## Phase 5: Containing

Epidemic levels are extremely low, and outbreaks can be quickly contained. Health system capacity is strong with robust testing and tracing. Most businesses can re-open given adherence to strict safety measures.

### **What Does it Look Like?**

During the Containing phase, new cases and deaths continue to decrease for an additional period of time. At this point, the number of active cases has reached a point where infection from other members of the community is less common. With widespread testing, positivity rates often fall much lower than earlier phases. Rapid case investigation, contact tracing, and containment strategies cause new cases to continue to fall. However, if distancing and other risk mitigation efforts are not continued, infections could begin to grow again because a permanent solution to the epidemic has not yet been identified.

### **What Work Can We Do/What Do We Need To Do To Stay Safe?**

Most business and organizations will be open throughout this phase under strict safety measures

#### **Businesses and Organizations**

**Retail:** Permitted with additional safety measures and guidelines (e.g., limited capacity)

**Public Transportation:** Permitted

**Restaurants & Bars:** Most business and organizations will be open throughout this phase under strict safety measures and guidelines

**Manufacturing:** Permitted with additional safety measures and guidelines

**Construction:** Permitted with additional safety measures and guidelines

**Food & Agriculture:** Permitted

**Offices:** Open with additional safety measures and guidelines

**Education & Child Care:** Live instruction in K-12 and higher education

**Outdoor Work:** Permitted with additional safety measures and guidelines

### **Personal and Social**

**Social Distancing:** In place, maintain a six-foot distance from others when outdoors / in public

**Face coverings:** Required whenever possible

**Gatherings:** Increased but still limited-sized groups with social distancing

**Outdoor Recreation:** All outdoor recreation allowed

**Quarantine/Isolation:** Individuals who have confirmed or suspected COVID-19 must isolate, and any individual with a known exposure must quarantine, according to CDC and public health guidance

**At-risk populations:** All at-risk individuals should continue to shelter in place. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents. Businesses should strongly consider special accommodations for personnel who are members of an at-risk population

## Phase 6: Post-Pandemic

Community spread is not expected to return (e.g., because of a vaccine) and the economy is fully re-opened.

### **What Does it Look Like?**

Reaching this phase would mean that community spread is not expected to return, because of sufficient community immunity and availability of treatment. Because of this, the number of infected individuals falls to nearly zero and the community does not typically experience this strain of the epidemic returning. All areas of the economy re-open, and gatherings of all sizes resume.

## **What Work Can We Do/What Do We Need To Do To Stay Safe?**

### **Businesses and Organizations**

All businesses and organizations open with some lasting safety requirements

### **Personal and Social**

Minimal to no lasting limitations on personal and/or social activities

## **Considerations**

It is important to note that these phases are tentative and subject to change based on federal, state and local guidance, and the pandemic itself. As an example, should an employee test positive for COVID-19, after the Agency re-opens, our plan may change to protect our employees. In addition, if cases of COVID-19 spike again in our state or in our local area, we will consider whether to remain open or close. Should you have questions, please share them with your supervisor or Human Resources.

## **Agency Policy # 187 Communicable infectious Disease Control**

In addition to this manual, it is important that all staff review and understand the Agency policy on Communicable and Infections Disease Control (see Appendix A).

## **Workplace Procedures to Follow When Returning To Work**

Oakland Family Services has implemented various workplace procedures designed to preserve the health and safety of our employees as they return to work. This section further explains these procedures. If you have any questions, please see your supervisor.

## **Employee Screening, Exposure and Confirmed Illness and Reporting Procedures**

Keeping employees safe is our priority. To accomplish this, we have created various procedures for screening employees who return to work, dealing with exposure to COVID-19, responding to a confirmed case of COVID-19 and reporting transparency.

## Employee Screening Procedures

Oakland Family Services employees will be asked to attest to the status of their health as a contingency of being able to work (onsite or anywhere in the community). As part of this attestation, employees will be required to take and report their own temperature prior to their workday. Results will be tracked and filed separately from any personnel records (as is all health information) and will be kept confidential. This procedure will be implemented upon initial re-opening of the office and as a response to a confirmed diagnosis.

The Equal Employment Opportunity Commission permits employers to measure employees' body temperatures before allowing them to enter the worksite. OFS reserves the right to take an employee's temperature should they deem it is necessary. Any employee's screening will be implemented on a nondiscriminatory basis, and all information gleaned will be treated as confidential medical information – specifically, the identity of workers exhibiting a fever or other COVID-19 symptoms will only be shared with members of leadership with a true need to know.

Oakland Family Services will be utilizing a mobile application for staff to complete their health attestations. There will be a separate communication to staff regarding the mobile app and related directions.

## Client/Visitor Screening Procedures

Clients and planned visitors to Oakland Family Service's buildings will be required to complete a health screening attestation before their visit. Clients meeting staff in the community or in homes will also be required to complete a health screening attestation before their appointments. The non-employee health screening attestation will be completed electronically on a link that will be found on the Oakland Family Services website. The link can also be sent to visitors/clients for their ease. Once the attestation is completed via electronic form, it will be forwarded to a central location for review. Visitors to any Oakland Family Services building who enter without having completed an attestation will be directed to a kiosk to complete the screening health attestation prior to entry beyond the lobby. Any clients with a health screening attestation that is positive for any indicator will have their appointment cancelled whether on site or in the community. Any non-client visitor with a positive indicator on the health attestation screening form will be denied entry to the building.

## COVID-19 Exposure and Confirmed Illness Procedures

Employees who test positive for COVID-19 (or believe they have been infected), or have submitted a positive health screening attestation (indicating themselves having symptoms or potential exposure) will be instructed by Oakland Family Services to follow the advice of a qualified medical professional and self-quarantine. Employees who have a household member, or family/friend to whom they have been exposed, test positive or are symptomatic for COVID-19 should also self-quarantine.

Following Executive Order 2020-36, and any executive orders that follow it, Oakland Family Services prohibits discharging, disciplining, or otherwise retaliating against employees who stay home or who leave work when they are at particular risk of infecting others with COVID-19.

When self-quarantining, employees should:

- stay away from other people in their home as much as possible, staying in a separate room and using a separate bathroom if possible;
- not allow visitors;
- wear a face mask if they have to be around people;
- avoid sharing household items, including drinking cups, eating utensils, towels and bedding;
- clean high touch surfaces daily; and
- continue monitoring their symptoms, calling their health care provider if their condition worsens.

If an employee completes the health attestation as “no” to all questions, yet is observed to exhibit symptoms consistent with COVID- 19, such as a fever/sweating, cough, etc., he/she will be sent home and asked to seek the attention of a qualified medical professional.

Notably, employees who are symptomatic or who have tested positive are not to return to work until the conditions (outlined in the table below) are met.

<b>Return To Work Considerations</b>	
<b>Employee was symptomatic, but was not tested for COVID-19</b>	<b>Employee tested positive for COVID-19</b>
<p><b>Employee may return to work if:</b></p> <ul style="list-style-type: none"> <li>• They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time</li> <li>• Cough and other symptoms have improved</li> <li>• Seven days have passed since they first experienced symptoms</li> </ul>	<p><b>Employee may return to work if:</b></p> <ul style="list-style-type: none"> <li>• They no longer have a fever</li> <li>• Cough and other symptoms have improved</li> <li>• They have received two negative COVID-19 tests in a row</li> </ul>

When an employee tests positive for COVID-19, deep-cleaning procedures will be initiated. Furthermore, employees who have been in close contact with an individual who has tested positive for COVID-19 will be instructed to self-quarantine.

If a client completes a positive health attestation, he/she will not be permitted to enter the premises and will be instructed by Oakland Family Services to seek the attention of a medical professional. If the client tests positive for COVID-19 or is symptomatic but not tested for COVID-19, they will not be allowed on the premises for the same time period and symptomatic presentation as stated above for employees.



## Reporting Transparency Procedures

Any employee of Oakland Family Services who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify Human Resources as soon as is practicable. The employee will be asked to assist with contact tracing. This information will be tracked separately from personnel records, and names will not be released. When an employee is identified with a confirmed case of COVID-19, within 24 hours, the Agency will notify both:

- The local public health department, and
- Any co-workers, contractors, or suppliers who may have come into contact with the person with a confirmed case of COVID-19.

The employee should talk with their supervisor about COVID-19 leave and pay benefits under the Families First Coronavirus Response Act (FFCRA). Expansions were put into place by the Federal Government for employees impacted by COVID-19 and will expire December 31, 2020. The FFCRA provides Expanded Paid Sick Leave (EPSL) and/or Expanded Family Medical Leave (EFML) available. Employees should refer to Oakland Family Services' Policy and Procedures on FMLA expansion and Emergency Sick Leave Policy (Policy #188).

Depending on the circumstances, Oakland Family Services may elect to close the Agency and/or individual site for a period up to 72 hours following a confirmed case to allow for natural deactivation of the virus.

## Agency Initiatives To Ensure Workplace Safety

In addition to the MI Safe Start Plan To Re-Engage Michigan's Economy Six Phases, Oakland Family Services will adhere to all recommended guidance from the Oakland County Health Department, Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), Occupational Safety and Health Administration (OSHA), and State and Federal government where applicable to maintain the safety of our employees. It is important to note that some of these measures may change based on the directives of these organizations and federal, state and local orders.

One change employees and clients will note is the move to contactless check in at the front desks for all locations. Kiosks for contactless sign-in will be in the lobbies of each location. Clients will sign in for sessions electronically upon arrival from their car via links on the Oakland Family Services website and should stay in their car until their appointment time. Clients who cannot complete the attestation electronically and enter the building will be directed to a kiosk in the lobby to complete the attestation. This will diminish the use of shared pens and direct contact. Kiosks will be cleaned regularly per the protocols indicated below. Clients will be encouraged to pay via credit or debit electronically in the same manner as when services were completed remotely. In the case clients need to pay with cash or credit on site, safety precautions will be utilized.

Credit card machines will be placed so the client completes the transaction themselves and OFS employees do not touch the credit card. If cash is utilized OFS staff will wear gloves and follow safety precautions as indicated to avoid cross contamination.

## Cleaning and Disinfecting Procedures

While employees will have responsibilities regarding cleaning their own workspaces (see page 19), the Agency will follow the recommended guidelines provided by OSHA (Occupational Safety and Health Administration). Oakland Family Services' Facilities Department (and/or outside cleaning companies contracted with the agency) will provide the daily cleaning procedures as outlined below. The Agency will ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication Standard 29 CFR 1910.1200 and comply with OSHA's Standards on Bloodborne Pathogens 29 CFR 1910.1030. Employees should follow guidelines posted throughout your assigned location.

**Note: Cleaning** with soap and water reduces the number of germs, dirt and impurities on a surface. **Disinfecting** kills germs on surfaces.

## Cleaning by Facilities Team or Contracted Cleaners

- Disposable gloves will be worn to clean and disinfect.
- Surfaces will be cleaned using soap and water, then will be disinfected.
- Routine cleaning of frequently touched surfaces (tables, doorknobs, light switches, countertops, handles, desks, general phones, toilets, faucets, sinks, etc.) will be performed as follows:
  - More frequent cleaning and disinfection will be performed based on level of use. Initially during re-opening when the volume in the building is limited, doorknobs and shared surfaces will be cleaned hourly. Upon an increase in volume in the building this will be reviewed with an increase in frequency.
  - Surfaces and objects in public places, will be cleaned and disinfected on a regular basis.
  - See below for a description of staff responsibility for cleaning their workstation, phone, etc.
  - Shared meeting and conference rooms will be cleaned daily.

# Disinfecting by Facilities Team or Contracted Cleaners

## Hard Surfaces

- EPA-registered household disinfectant will be used according to product instructions on the label to ensure safe and effective use of the product.
- Surface will be left wet for the period indicated on the product label instructions. Precautions will be taken (ex. wearing gloves and maintain good ventilation during use of the product, etc.).
- Diluted household bleach solutions may also be used if appropriate for the surface.
- The label will be checked to confirm that the bleach product is intended for disinfection, and to ensure the product has not expired. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection. Unexpired household bleach will be effective against coronaviruses when properly diluted. Careful attention will be paid to the manufacturer's instructions for application and proper ventilation. household bleach will not be mixed with ammonia or any other cleanser. Solution must stand on the surface for at least 1 minute.

If making a bleach solution, mix according to the following steps:

- 5 tablespoons (1/3rd cup) bleach per gallon of water  
OR
- 4 teaspoons bleach per quart of water

Bleach solutions are effective for disinfection for a period of up to 24 hours. Alcohol solutions with at least 70% alcohol may also be used.

## Soft Surfaces

- Soft surfaces will be cleaned using soap and water or with cleaners appropriate for the type of surface.
- If possible, soft items will be laundered (according to the manufacturer's instructions) using the warmest appropriate water setting and drying items completely OR disinfecting with an EPA-registered household disinfectant.
- Soft surfaces will be vacuumed as usual.

## Electronics

- Wipeable covers may be applied to certain electronics when available/applicable.

- Manufacturer's instructions will be followed for cleaning and disinfecting. If no guidance, alcohol-based wipes or sprays containing at least 70% alcohol will be used and surfaces will be dried thoroughly.

## Outdoor Areas

Outdoor areas, like the playgrounds and picnic table areas, generally require normal routine cleaning, but do not require disinfection. During the initial phases of opening, CDC and State Licensing guidance will be followed for the use of any shared equipment, even in the outdoor area. Playground equipment may initially be closed and then re-opened in later phases.

- Disinfectant will not be used as it is not proven to reduce the risk of COVID-19 on outdoor surfaces. Cleaning and disinfection of wooden surfaces (play structures, benches, tables) or groundcovers (mulch, sand) is not recommended.
- High touch surfaces made of plastic or metal, such as grab bars and railings will be cleaned routinely.
- While outdoor activity is supported, during the initial phases of re-opening, use of the outdoor picnic table is prohibited due to the need for 6 feet of physical distancing.

## Agency Vehicles

Facilities will conduct a once a day cleaning of the Agency vehicles. This cleaning is in addition to the section related to employee responsibilities stated under Transporting Clients on page 24.

## Cleaning and Disinfecting the Facility if Someone Is Sick

Should an employee, client or visitor become sick and/or be diagnosed with COVID-19 after testing or suspected without testing, leadership will determine whether to close the Agency as a whole, or quarantine an area of the building as appropriate. The following OSHA required procedures will be acted upon:

- Areas used by the person who is sick will be closed off. **Organizations do not necessarily need to close operations**, if they can close off affected areas.
- Outside doors and windows (if possible) will be opened to increase air circulation in the area.
- Facilities staff must wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- All areas used by the person who was sick will be cleaned and disinfected (such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, etc.)

- Where appropriate, the areas will be vacuumed using a vacuum equipped with high-efficiency air (HEPA) filter, if available. The area must be vacated when vacuuming takes place.
- Where applicable, room fans and the central HVAC system that services the room or space should be shut off, so that particles that escape from vacuuming will not circulate throughout the facility.
- Areas can be re-opened once appropriately disinfected. **Employees who have not had close contact** with the person who is/was sick can return to work immediately after disinfection.
- **If it has been more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
- Routing cleaning and disinfection will continue.

## Employee Responsibilities While Working

### Social Distancing

Employees are required to follow social distancing best practices while at the Agency or when conducting Agency business within the community. This includes (but is not limited to) workstations, break rooms, common areas, hallways, conference rooms, individual offices and any other space.

Specifically, social distancing procedures include:

- Employees must adhere to the 6' standard distance requirement from others when working or when on breaks. Where a minimum distance cannot be maintained, follow the controls in place (ex. signage reflecting the direction of traffic-flow, waiting for another staff to clear the area, etc.).
- Employees must avoid any tasks that require face-to-face work with others whenever possible.
- Employees are to avoid physical contact with others (handshakes, hugs, high-fives, shoulder-bumps, elbow-bumps, etc.).
- Employees are to avoid touching surfaces that may have been touched by others whenever possible.
- Employees are to ensure distance from anyone who appears to be sick.
- Employees are to avoid gathering when entering and exiting the facility. Employees will exit and enter buildings through the designated doors.
- Employees are to follow any posted signage regarding COVID-19 social distancing practices.
- Employees are to disinfect own workspace often using recommended cleaning supplies and using recommended practices below.
- Employees are to avoid touching the face.
- Employees are to avoid non-essential gatherings.
- Employees are to avoid using common areas.

Oakland Family Services may extend our social distancing procedures after the Agency fully re-opens. Employees are required to monitor email and adhere to any additional guidance as it is provided.

## Personal Workspace Cleaning

Employees are requested to do their part to help keep the Agency buildings as clean as possible by cleaning and disinfecting their workstations and surfaces they use/touch. Employees should avoid using others' workstations, tools and equipment.

When using common equipment (printer, photocopier, hallway phones), wipe the object down prior to and following use. Disinfecting supplies will be available in those areas. Employees should then wash their hands with warm water and soap for at least 20 seconds after cleaning or sanitizing a surface.

Oakland Family Services' Facilities Team will clean common areas and other frequently touched surfaces through the day. The frequency of this cleaning may change depending on the situation.

When working on site staff will be expected to clean their own workstations/offices. This includes wiping their desk, keyboard and phone, as well as other areas they have touched like any tables, computer etc. Staff should follow the cleaning directions indicated above. Staff will have access to cleaning products provided by Oakland Family Services. Cleaning products will be stored in different locations based upon the site and department. Staff will be advised where to locate cleaning supplies by their supervisor once they have been directed to report to the office.

## Group and Conference Rooms

Employees using group and conference rooms will take responsibility for cleaning surfaces at the conclusion of their use of the room. Employees need to be sure to leave enough time to do this prior to departing the room. When the room is booked immediately following a staff's use of the room, they will end their meeting five minutes early in order to do this prior to next user entering. This will include wiping down table-top, chair seat and arms, doorknobs, keyboards and electronics if used, and coffee machine and area when used.

# Department Specific Cleaning and Disinfecting Protocols

## Children's Learning Centers

Each center will have separate and specific cleaning protocols in an addendum as determined by the CDC and State Licensing guidance. Staff in the Centers will be required to follow the general directives outlined in this handbook and the addendum as indicated.

## Foster Care Visitation Rooms

The foster care visitation rooms will have separate and specific protocols in an addendum as determined by the CDC guidance. Staff who utilize these rooms will be required to follow the general directives outlined in this handbook and the addendum as indicated.

## Office Procedures/Modifications During COVID-19

These additional workplace procedures are being implemented by Oakland Family Services (outlined below) until social distancing guidelines are lifted. Oakland Family Services may add to this list of workplace procedures as employees return to work. **Employees must monitor workplace emails** and communications to ensure they are up to date on all health and safety communications.

## Deliveries

Oakland Family Services will set up contactless drop zones for all deliveries, including mail and packages. An assigned contact or contacts will process mail and packages wearing gloves.

## Visitors

Until further notice, all nonessential visitors are prohibited. This also includes solicitors without an appointment and family/friends. Until further notice, any interviews will be conducted virtually unless there are special circumstances approved by the President/CEO. For critical visits (UDS pickups, material deliveries, etc.) Oakland Family Services will take steps to safeguard employees and visitors by:

- Requiring visitors to go directly to their assigned work area without unnecessarily interacting with employees.
- Requiring visitors to practice social distancing and hand washing while on location



- Complete a health attestation prior to their visit as indicated above.
- Requiring visitors to wear a mask/face covering.
- Oakland Family Services will obtain written COVID-19 processes and procedures for every vendor or contracted service provider, as well. Those COVID-19 Plans must include the company's process for managing their employee's health attestations.

## Breakrooms/Lunchroom/Food Preparation

Lunchrooms and breakrooms shall remain closed for eating and congregating during the initial phases of re-opening. Use of water fountains and vending machines is prohibited during the initial phases.

Employees may enter the lunchroom/breakroom to use the refrigerator, sink, microwave and vending machine, but employees may not congregate for lunch breaks in these areas. When in these areas, employees must maintain social distancing/physical spacing of 6' and a mask/face covering must be worn.

Employees may not use Agency sinks to wash dishware, food containers, coffee pots, etc. Employees shall bring in own bag and all dishware used by employee must be taken home nightly for cleaning in a home dishwasher or sink.

During the early phases of the MI Safe Start Plan, individual food order deliveries into the building will be prohibited. This is not about restricting food entering the building, but to reduce the number of delivery people entering the building and controlling volume levels. Employees are permitted to arrange with food deliverers to meet them in the parking lot for pick-ups.

## Staggered and Monitored Schedules

Oakland Family Services will implement a system to monitor and control the volume and flow for employees working in any of the buildings. Leadership will work with staff regarding staggered and rotating schedules. The goal is to ensure the appropriate guidance is followed regarding the maximum number of people on site at a given time and to minimize contact and promote physical distancing. This will be a fluid process that will change as the phases of opening change. During the phases of re-opening, the Agency will continue to evaluate staff roles, responsibilities, and other criteria that permit working remotely.

## Workspace Modifications

Oakland Family Services will work with program/department directors and leaders on how work areas will be used (hubs, shared offices, group rooms, etc.) to adhere to social distancing. Leadership will partner with program/department leadership teams to



determine where 6' physical distancing can be used and where staggering shifts, on-site/work remotely schedule rotations may be utilized. Conference and meeting rooms will have occupancy limits identified, which will result in the removal of some tables and/or chairs to ensure physical distancing is maintained.

## Restriction of In-Person Staff Meetings

Until a later phase of re-opening, all face-to-face contact is restricted unless there are circumstances that require consideration. Based upon the effectiveness of virtual meetings, during the initial phases of the MI Safe Start Plan, or another government order, and until further notice, all meetings for employees and external parties are to be held on a virtual platform unless otherwise approved.

## Travel

All agency-related non-essential travel is prohibited as determined by Agency leadership until safe to resume according to the MI Safe Start Plan to Re-Engage Michigan Economy's Six Step Phase allows for travel to resume. When safe to do so, employees are encouraged to use personal protective equipment (PPE) such as face masks/coverings and hand sanitizer when utilizing public transportation.

## Transporting Clients

Unless otherwise required by a funder or contract, transportation of clients in the employee's personal vehicles is prohibited until the final stages of re-opening. During the initial phases of re-opening all possible steps should be taken for employees to arrange for alternate transportation for clients such as the use of Uber, bus or other acceptable forms of transport. When an employee must provide direct transportation per a contract requirement and if/when no other form of transportation is available or acceptable you should follow OFS guidelines for signing out a vehicle. The number of clients transported at once must be limited to ensure physical distancing within the vans. When it is safe to transport clients, employees must use personal protective equipment (PPE) such as face masks/coverings and hand sanitizer. Following use of a vehicle, staff will be required to wipe down the steering wheel, gear shift, door handles, and any seats and surfaces that were in contact with travelers.

## Employee Health/Safety Procedures

The success of our return to work plan relies on how well our employees follow social distancing and health and safety procedures. As such, the following protocols have been implemented to ensure your health and safety. Please see your supervisor if you have any questions about these procedures.

## General Health and Hygiene

Practicing good hygiene is essential to prevent the spread of COVID-19. Please do your part by practicing good hygiene at work and at home.

Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically before eating. Employees are advised and will be allowed time to frequently and properly wash their hands throughout the day.

## CDC Handwashing Guidelines

Follow these five steps every time:

- Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.
- Rinse your hands well under clean, running water.
- Dry your hands using a clean towel or air dry them.

In addition, cover coughs and sneezes. Cough/sneeze into your elbow, not your hands or fist. Avoid touching your eyes, nose or mouth.

As advised by the CDC, employees are strongly encouraged to wash their hands more frequently than normal. While staff stationed onsite at an Oakland Family Services facility will have access to soap and water, we will also have hand-sanitizer, disinfecting wipes placed around the building. As these products are limited in availability, we will restock them as they are available. However, priority may be reserved for community-based staff, who may not have immediate access to soap and water.

## CDC Hand Sanitizing Guidelines

- Use an alcohol-based hand sanitizer that contains at least 60% alcohol.
- Apply to the hands, putting enough product on hands to cover all surfaces.
- Rub hands together, until hands feel dry. This should take around 20 seconds.  
Note: Do not rinse or wipe off the hand sanitizer before it's dry; it may not work as well against germs

Additionally, Oakland Family Services facility team will be cleaning and disinfecting faucets, door handles and sinks frequently throughout the day. Oakland Family Services will obtain written copies of COVID-19 health and safety processes and procedures from every routine vendor or contracted service.

## Face Masks/Coverings

Employees will be required to wear a face covering when onsite or when providing services within the community. The Agency will provide two washable face masks to all employees upon re-opening. Employees may also wear their own face coverings in accordance with CDC guidelines.

A face covering can be dust masks, bandana, scarves – virtually anything that covers the mouth and nose and is breathable. There are many tutorials online, on television and media that provide simple solutions to create a make-shift mask. Some may be available for purchase by retailers or online. As always, carefully research any online sellers as there have been many fraudulent offers.

There are a variety of unique, clever or whimsical novelty masks available for purchase lately. Per Agency policy, employees are expected to maintain an appearance that inspires confidence on the part of Agency clients and fellow workers. Much as with our Personal Appearance policy, common sense should be your guide in selecting your mask/face coverings.

While a mask reflecting a whimsical “smile” may be appropriate for those working with young children, a client working through depression or trauma may not appreciate the novelty. Please consider your audience when choosing a mask to wear for work. Masks must not advertise cigarettes, alcohol or drugs, profanity, sexually suggestive words or images or derogatory, offensive phrases. If you are not sure of the appropriateness of your face covering, please confer with your supervisor.

## Wear and Care Guidance For Masks

### Putting On The Mask

- Wash your hands with soap and water for at least 20 seconds. Dry your hands with a clean paper towel and throw the paper towel away, based on the CDC Guidelines above. When soap and water is not available, alcohol-based sanitizer should be used. When using hand sanitizer, rub into hands (front, back and between fingers) until dry – do not towel dry.
- Make sure the exterior side of the mask is facing out, away from your face.
- Place the mask on your face with the exterior side facing out and the stiff, bendable edge at the top by your nose. Use the elastic ear loops and place around ears. Avoid touching the inside/outside of the mask.
- If the mask has ties, pick up the mask by the ties and tie the upper ties behind your head with a bow.
- If the mask has a lower tie, tie the lower ties behind your head with a bow.
- Once the mask is in place, use your index finger and thumb to pinch the bendable top edge of the mask around the bridge of your nose.

- Make sure the mask is completely secure. Make sure it covers your nose and mouth so that the bottom edge is under your chin.
- Wash your hands.

## While Wearing the Mask During the Day

- Do NOT pull the mask down like one would a scarf on a ski slope.
- Avoid touching your face even when the mask is in place.
- Every time you do touch the mask for any reason, wash your hands before/after touching the mask.

## Removing the Mask

- Wash your hands before removing the mask.
- Do not touch the inside of the mask (the part over nose and mouth). It may be contaminated from your breathing, coughing or sneezing.
- Untie or remove the head or ear loops and remove the mask by the straps.
- Wash your hands.

## Cleaning the Mask

- At the end of the day, take the mask off from the ear loops or straps (not touching the front), loosely knot the ear loops or ties together, place in a pillowcase or laundry bag to keep the ties with the mask if you have it.
- Wash it in the washing machine with hot water and completely dry on medium or high heat.
- Should a disposable mask have been used, it must be thrown out at the end of the day. Disposable masks are not to be re-used.

## If You Feel Ill

Finally, employees who feel sick, or are living with someone who has any COVID-19-like symptoms, are asked to stay home and away from the Agency or the community in general. Employees who have symptoms of acute respiratory illness, should immediately seek medical attention from their healthcare provider or a local urgent care facility (ex. Concentra) and follow the guidance of a health care provider. The Agency encourages employees to take care of themselves and requests they stay home when feeling ill. Should an employee obtain a positive test result for COVID-19, they are required to follow the reporting protocols listed in this manual on page 14.

## Employee Mental Health Considerations

Oakland Family Services understands that the COVID-19 pandemic has increased stress levels of employees across the country. We want to prioritize our employees' mental health during these uncertain times. As such, we have made every effort to ensure that the workplace is safe for employees to return to work. Employees who have concerns regarding their own mental health should reach out to their supervisor or Human Resources. Additionally, HelpNet (our free, confidential Employee Services Provider) is available as an additional resource to you and your family (household) members. HelpNet can be reached 24 hours/day, 7 days/week by calling **800.969.6162**. Employees may also visit the HelpNet website for additional resources at: <https://www.helpnetcap.com/> (user id: ofs).

## Conclusion

Oakland Family Services looks forward to the future of our employees returning to work. The COVID-19 pandemic has created uncertain times and has resulted in unprecedented workplace changes. As communicated throughout this Return To Work Procedure Manual, we are prioritizing the health of our employees every step of the way as we consider re-opening our Agency's doors.

We will execute on our plan/procedures cautiously, following applicable state and local guidance as much as possible. We also understand that each employee's needs and situations will be different as our doors begin to re-open. Employees should discuss any concerns they have about returning to work as it relates to their personal health or situation with their supervisor.

Finally, we ask that employees are patient and understanding to the fact that the COVID-19 pandemic may require our return to work plans to change from time to time. Employees will be given as much notice as possible in the event of an unforeseen setback or office closure.

Employees should direct questions regarding the content of this action plan to their supervisor. If you believe that elements of this plan are not being adhered to or you have any continued safety concerns, report this to your supervisor or the senior leadership team.

As a reminder, while the strategies highlighted in this document can protect workers from COVID-19, it's important to follow CDC guidance always as routine practice to limit the spread of infections.

## **ADDENDUMS**

### **Oakland Family Services Policy #187: Policy and Procedures on Communicable/Infectious Disease Control**

This policy was sent electronically to all employees on March 13, 2020 and is available for review on the OFS shared drive network (P:) Public/AgencyManual/Policies

### **Children’s Learning Center Procedures**

#### **Introduction/Overview**

##### **Our Commitment to Health & Safety**

Oakland Family Services Children's Learning Center is committed to protecting the health of our children, families, staff, and community. The following policies were designed in response to guidance from the Michigan Departments of Licensing and Regulatory Affairs (LARA) and Health and Human Services, in accordance with best practices from the Centers for Disease Control and Prevention, and with everyone's well-being in mind. To limit the potential spread of COVID-19, we will be making some changes to our programming that include robust cleaning and disinfecting procedures and minimizing opportunities for person-to-person exposure (e.g., an infected person spreading respiratory droplets through actions such as coughing, sneezing, or talking). The following plan outlines the recommended practices and strategies we will use to protect the health of our children, staff, and families while at the same time ensuring that children are experiencing developmentally appropriate and responsive interactions and environments.

#### **Changes to Our Physical Spaces**

We will use the following strategies in our classrooms and facilities to minimize the spread of illness:

- Rearranging classroom areas to seat children as far apart as reasonably possible and limiting the number of children sitting together.
- Where possible, limiting or eliminating use of common spaces in the classrooms/facility. When common spaces must be used, we will rotate use of the space and clean between groups.
- Using touchless trash cans to provide a hands-free way to dispose of tissues and contaminants.
- Before re-opening we will ensure all water systems and drinking fountains are safe following CDC guidelines.

### **Other policies related to our physical space include:**

- Increase outdoor classroom activities to provide children and staff with opportunities to be in fresh air.
- Limiting the number of children in each play area of the classroom.

### **Availability of Toys and Classroom Materials**

At this time, we will make the following changes pertaining to the toys and materials in our classrooms:

- We will remove toys and objects that cannot be easily cleaned or sanitized between use.
- Given that cloth toys are not recommended at this time, we will remove these from classrooms.
- We will temporarily suspend use of water and sensory tables.
- Toys will be washed and sanitized before being moved from one group of children to another.

### **Mealtimes**

To limit opportunities for exposure during mealtimes, we will engage in the following recommended practices:

- Staff and children will wash hands before and immediately after eating.
- We will space seating as far apart as possible (ideally 6 feet apart) by limiting the number of children sitting together and rearranging the proximity/area.
- We will discontinue our "family-style" meal service. Instead, staff will plate each child's meal so that multiple children are not sharing the same serving utensils.

### **Naptime**

To reduce potential for viral spread, we will follow these recommended practices:

- Ensure that children's naptime mats/cots/cribs are spaced out as much as possible (ideally 6 feet apart).
- When possible, children will be placed head-to-toe (i.e., one child with their head at the top of the mat, the next child over with their head at the bottom of the mat).
- Use bedding (sheets, pillows, blankets, sleeping bags) that can be washed.
- Store each child's bedding in individually labeled bins, cubbies, or bags.
- Label each child's cot/mat.

### **Items Brought From Home**

During this time, we are limiting the number of items brought into the facility to reduce potential transmit of the virus. We request that families leave two extra pairs of clothes,



sweater or coat, a swimsuit and a towel at the center for the duration of the summer program. Center staff will be responsible for washing these items. Please refrain from bringing items from home whenever possible. We recognize that limiting children's comfort items from home may increase stress for children and staff as they may be especially needed during this time of transition. However, it is an important measure to reduce any potential spread of the virus.

We request families and staff follow the following guidelines with regard to children's comfort items:

- Comfort items should remain at the child care facility to avoid cross-contamination.
- These items will be placed in a cubby or bin and be used at naptime or as needed.
- Items should be washed weekly (at our facility or the child's home) and daily if the comfort item is a soft material (e.g., blanket, stuffed animal, clothing).

## **Screening Families and Staff for COVID-19 Symptoms and Exposure**

Upon arrival to the center, staff and families are required to report if they or anyone in their household:

- Have received positive COVID-19 results;
- Been in close contact with someone who has COVID-19; and/or
- Have experienced symptoms such as persistent cough, fever, difficulty breathing, chills, change in smell or taste, diarrhea, and/or vomiting.

The procedure we will use to screen staff for symptoms and exposure include:

- All staff are required to have their temperature checked upon arrival and submit a daily electronic health screening questionnaire. This information is collected electronically and stored in staff's individual licensing file to ensure privacy.

The procedures we will use to screen children/families for symptoms and exposure include:

- Teaching staff is responsible for greeting the families from their classroom in our designated outdoor check in space to go through all daily health screening and check in procedures with families. An alternative, indoor location will be designated in the event of inclement weather. This information will be collected verbally and documented on an electronic health attestation. The attestation will be stored in the individual child electronic file to maintain privacy.
- If families or staff are absent (or otherwise off-site) but experience exposure or symptoms, they should contact:



- Angela Liegghio, Early Childhood Education Program Coordinator at [aliegghio@ofsfamily.org](mailto:aliegghio@ofsfamily.org) or (248) 858 - 7766 extension 1254.

## Daily Temperature Checks

As fever is the key indicator of COVID-19 in children, we will check each child's temperature upon daily arrival to the center. Staff will be required to take their own temperature upon arrival to work. Staff will re-check children's temperatures throughout the day if they appear ill or "not themselves" (e.g., flushed cheeks, rapid or difficulty breathing without recent physical activity, fatigue, or extreme fussiness).

Teaching staff will complete daily temperature checks for the children in their classroom using a digital, contactless thermometer. Children's temperatures will be checked during our drop off screening procedures and documented on the child's screening form.

To minimize potential spread of illness, staff will:

- Wear a face mask while taking the child's temperature.
- Wash their hands (using soap and water for 20 seconds or using a hand sanitizer with at least 60% alcohol) between checks.

## Responding to Symptoms and Confirmed Cases of COVID-19

### Responding to COVID-19 Symptoms On-Site

If a child or staff member has a temperature above 100.4 degrees and/or symptoms such as persistent cough, difficulty breathing, chills, diarrhea, or vomiting, they will be sent home immediately with the recommendation to contact their primary care physician/medical provider. If anyone shows emergency warning signs (e.g., trouble breathing, persistent pain/pressure in the chest, new confusion, inability to wake or stay awake, or bluish lips or face), we will seek medical care immediately.

**If a child develops symptoms during care hours, parents will be contacted for prompt pick up. The child will be isolated from other children and as many staff as possible. The child will not be left alone but will wait with a designated staff member (one of their teachers).**

If a staff member develops symptoms during care hours, they will be sent home immediately.

### Reporting Exposure

If a child, staff member, family member, or visitor to our program shows COVID-19 symptoms or tests positive for the virus, we will contact our local health department and

licensing consultant. Based on the guidance of the local health department, we will determine whether to close individual classrooms or our facility, the duration of the closure, and other next steps. When communicating with families and staff about any COVID-19 cases, we will respect the privacy of individuals and not share health information of a specific person. The local health department can be contacted at: (248) 858-1286.

## Returning to the Program After Experiencing Symptoms and/or a Positive COVID Test

If a staff member or child has a fever OR a cough (but no other symptoms):

- Children and staff must be fever free without the use of any fever reducing medication for 72 hours prior to returning to the center.
- If a staff member or child exhibits multiple symptoms of COVID-19, possible exposure is expected, OR an individual tests positive for COVID-19, the individual must stay home until:
  - They have been fever-free for at least 72 hours without the use of medicine that reduces fevers, AND
  - Other symptoms have improved, AND
  - At least 10 days have passed since their symptoms first appeared.

As per [Executive Order 2020-36](#), if staff or their close contacts have possible or confirmed cases of COVID-19, staff will remain home without penalty of discharge, discipline, or other retaliation.

To accommodate for the potential need to quarantine staff or allow for longer absences from work than normal, we will implement the following staffing plan to ensure we can meet staff to child ratios:

- Each of our classrooms is staffed with two lead teachers.
- Should one or both of the classroom teachers become ill or need to stay home to care for an ill family member, a substitute teacher or center administrator will support the children and the classroom until the classroom teacher is well and able to return to work safely.

Because child care staff members are part of Michigan's essential workforce, they are eligible to be tested for COVID-19. *Staff can visit [this resource](#) to locate a nearby test site.*

## Maintaining Consistent Groups

During this time, we will maintain the following group sizes:

- Infants and Toddlers (birth until 30 months of age) – N/A

- Preschoolers (30 months of age until 3 years of age) – 8
- Preschoolers (4 years of age until school-age) – 8
- School-ages - 8

To support these smaller group sizes, the center will be operating at a reduced capacity. Each operational classroom will have a reduced capacity and two lead teachers in order to maintain smaller group sizes and offer consistency and continuity for the children in their care.

Previously enrolled children who are temporarily not attending our program will not be charged tuition or any fees to hold their spot until they are able to return.

To minimize potential spread of COVID-19, we will engage in the following best practices:

- To the fullest extent possible, classrooms will include the same group of children and providers each day.
- Each group of children will be kept in a separate room.
- Cancel or postpone field trips and special events that convene larger groups of children and families.
- Limit non-essential visitors, volunteers, and activities including groups of children or adults.
- Whenever in-person meetings are approved, they will be limited to 10 people and social distancing requirements will be followed as much as possible.

## Drop-Off and Pick-Up Procedures

We will use the following recommended practices during drop-off and pick-up times to protect the health of children, families, and staff:

- Staff will greet children and families curbside or outside the building and walk children in and out of the building.
- Hand sanitizer or wipes will be kept at the sign-in station for parents/guardians to clean pens/keypads between each use.
- Only one adult per family should be present at drop-off/pick-up. Ideally, this would be the same parent or designated person every day, though we recognize this is not always possible.

We will temporarily be changing our sign-in/-out policies as follows:

- We will confirm attendance times with parents via email.

Other policies related to drop-off and pick-up include:

- We will be implementing designated drop-off and pick-up times.

Parents will be required to wear masks while dropping off and picking up their children.

## Transportation

We will use the following CDC-recommended practices to ensure the safety of children and staff:

- We will limit non-essential work-related travel and have staff participate in training and technical assistance virtually, whenever possible.
- Field trips requiring transportation via Agency vehicles will be suspended at this time.

## Hand Washing

We will reinforce regular health and safety practices with children and staff and continue to comply with licensing regulations and CDC hand washing guidelines as follows:

- Staff and children will wash hands often with soap and water for at least 20 seconds.
- Soap and water are the best option, especially if hands are visibly dirty. If hands are not visibly dirty, alcohol-based hand sanitizers with at least 60% alcohol can be used if soap and water are not readily available. Staff and children should cover all surfaces on their hands with hand sanitizer, rubbing them together until they feel dry.
- Staff should assist children with hand washing (especially very young children who cannot wash hands alone) and use of hand sanitizer to ensure proper use and prevent ingestion.
- Staff and children (with frequent reminders and support) will cover coughs and sneezes with a tissue or sleeve and wash hands immediately after.
- Wearing gloves does not replace appropriate hand hygiene.
- Hand hygiene is especially important after blowing one's nose or going to the bathroom, and before eating or preparing food (or helping children do any of these actions).

## Cleaning and Disinfecting

### Cleaning and Disinfecting Surfaces

We will engage in the following cleaning and disinfecting practices in accordance with CDC recommendations:

- Daily cleaning/disinfecting of high-touch surfaces (e.g., sinks, toilets, light switches, door knobs, counter and tabletops, chairs).
- Regular cleaning of electronics (e.g., keyboards, parent/staff check-in kiosks) according to manufacturer's instructions.
- Normal routine cleaning of outdoor spaces, with special attention to high-touch

plastic/metal surfaces (e.g., grab bars, railings).

- Use of a schedule for regular cleaning and disinfecting tasks.
- Ensure staff wear disposable gloves to perform cleaning, disinfecting, laundry, and trash pick-up, followed by hand washing.
- Clean dirty surfaces using detergent or soap and water prior to disinfection.
- Use of CDC-recommended disinfectants such as EPA-registered household disinfectants, diluted bleach solution, and/or alcohol solutions with at least 70% alcohol

**Keep cleaning products secure and out of reach of children, avoiding use near children, and ensuring proper ventilation during use to prevent inhalation of toxic fumes.**

## Cleaning and Disinfecting Toys

We will follow best practices to clean and disinfect toys:

- Clean toys frequently, especially items that have been in a child's mouth.
- Remove toys that need to be cleaned (e.g., out of children's reach in a dish pan with soapy water or separate container marked for "soiled toys").
- Clean toys with soapy water, rinse them, sanitize them with an EPA-registered disinfectant, rinse again, and air-dry.

## Safety Equipment

### Face Mask for Staff

Staff are required to wear masks at all times while inside of the building and center. Staff are permitted to remove masks during periods of outdoor play or activities whenever able to maintain a six-foot distance from other staff and children.

### Face Masks for Children

Our plan regarding children wearing cloth face coverings during care is:

- We understand, value and respect the varied beliefs surrounding the use of masks with children and, as such, this will be a decision left to families. We will not be requiring children of any age to wear masks while in care. If families wish to have their children wear masks, they will be required to provide two clean masks for their child each day. The Children's Learning Center staff will do their best to ensure children are wearing their mask throughout the day but understand this may be a challenge. For children's safety, we will not be allowing children to wear masks during outdoor play, meal or rest times.

## Use of Gloves

Staff will wear gloves in a manner consistent with existing licensing rules (for example, gloves should be worn when handling contaminants, changing diapers, cleaning or when serving food). Staff members should wash hands before putting gloves on and immediately after gloves are removed. Gloves are not recommended for broader use and do not replace hand washing.

## Partnering and Communicating with Families & Staff

### Communicating with Staff and Families

We will actively communicate with staff and families to determine when they will return to work/care if they have been absent. We will discuss concerns or questions, share new/updated policies and expectations, and confidentially discuss any extenuating circumstances that have emerged and/or any health concerns/conditions that may elevate risk for complications if exposed to COVID-19.

The staff responsible for handling questions and outreach for staff is: The staff members assigned supervisor.

The staff responsible for handling questions and outreach for families is: Angela Liegghio.

### Training Staff

To support staff in effectively engaging in best practices and making personal decisions, we will provide learning opportunities to help all of us understand how COVID-19 is transmitted, the distance the virus can travel, how long the virus remains viable in the air and on surfaces, signs and symptoms of COVID-19, and our new policies and procedures as outlined in this plan.

### Supporting Children's Social-Emotional Needs

Staff and families will partner together to support the needs and emotional reactions of children during this time. We anticipate that children will experience a wide range of feelings. Some children will be relieved, some will have initial challenges with separation from their parent(s), some may demonstrate anger at the "disappearance" of their child care provider, and some may act out toward other children. Whatever the reactions, we acknowledge that staff and families may need some new tools, approaches or techniques to assist the child with emotional regulation and we will work together to support all caregivers.

We are committed to supporting our children. Our Early Childhood Mental Health Specialist will be available to provide consultation, support and resources to families, children and staff. For assistance, you may reach her at:

- Amanda Robertson, Early Childhood Mental Health Specialist  
(248) 804-3785 or arobertson@ofsfamily.org

The following resources are available for staff and families to support children:

- [Crisis Parent and Caregiver Guide](#), from the Michigan
- Children's Trust Fund [Talking with Children about COVID-19](#), from the CDC
- [Helping Young Children Through COVID-19](#), from Zero to Thrive (includes Arabic and Spanish translations)
- [Georgie and the Giant Germ](#), from Zero to Thrive and Tender Press Books

## Supporting Staff Members' Social-Emotional Needs

To ensure the well-being of the children, it is also imperative to ensure the well-being of their teachers and caregivers, and to provide them with the emotional and administrative supports necessary during this time of re-integration, and in the months ahead. As essential workers in the COVID-19 pandemic, we understand our staff may have worries about their own physical or psychological health, and the potential risk to their family members at home. Because young children internalize the stress of the adults who care for them, we know it is vitally important to provide supports and services to ensure the emotional well-being of our staff.

We are committed to supporting our staff. Staff will attend weekly team supervision with their supervisor, participate in reflective supervision sessions and be provided access to HelpNet, Oakland Family Services' employee assistance program.

### For more information

If you have any questions or concerns, please contact:

- Angela Liegghio ([aliegghio@ofsfamily.org](mailto:aliegghio@ofsfamily.org)) or
- Heather Leins ([hleins@ofsfamily.org](mailto:hleins@ofsfamily.org))

## Family Preservation

### Introduction/Overview

It is important for parents, children, caregivers and OFS staff to conduct face to face visits while mitigating the spread of COVID-19. The goal of the agency is to implement face to face visits while ensuring the safety of all participants. In doing so, we have integrated recommendations from the Oakland County Health Department, Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), Occupational Safety and Health Administration (OSHA), and State and Federal government when possible as we strive to balance public health concerns with the needs of our Agency.



## Face-to-Face Contact

### Parenting Time

#### Staff responsibilities:

- Ensure that the client confirms parenting time 2-hours prior to the scheduled visit. When the client confirms their visit the worker/program aide should inquire if the client took their temperature. If the client reports that they have a fever, then the visit will need to be canceled. If the client is healthy, please proceed with the visit.
- The staff is to verify with the client that they have a face covering and instruct them to wear the face covering before entering the building. Also, remind the client that the face covering is required during their contact with their child/children.
- Advise the client that only the birth parents are able to visit at this time and no additional people should be with them at the agency. At this time, family members will not be accommodated.
- Advise the birth parents to limit their personal items during the visits. (i.e. don't bring the child toys, clothes, or an excessive amount of food, etc.)
- The staff will be in the lobby 15 minutes prior to the visit to ensure that the clients have completed the health screenings. The clients that are in their car will be escorted into the building by the staff person.
- When the client is in the building the staff should ensure that the client is entered into ClearPass.
- The staff will escort the birth parents and child/children to the restroom or provide hand sanitizer at the conclusion of the visit to ensure that all parties can clean their hands.
- Advise all participants in the parenting time visits to change and wash clothes upon return home.

#### Client responsibilities:

- The day of your visit please take your temperature prior to calling and confirming your visit. If you feel ill or have a fever, please contact your assigned worker to discuss next steps. If you are healthy, please complete the steps below.
- Contact your assigned worker or program aide to confirm your parenting time 2-hours prior to your scheduled visit. ***If you don't confirm your visit in a timely manner, your visit may be canceled.*** The only individuals that will be able to visit the child during this time are the parents. At this time, family members will not be accommodated.
- Please be sure to bring a face covering to the visit as this is required during your contact with your child/children. You may also bring your own gloves and/or sanitizer to the visit if you have them available.
- Please limit your personal items during the visits. (i.e. don't bring the child toys, clothes, or an excessive amount of food, etc.)



- Arrive at the location of your parenting time visit at least 15 minutes prior to the visit for proper health screening.
- When you arrive at OFS you will need to stay in your car and complete the identified health attestation on the OFS website.
- If you did not drive, you can enter the building and complete the health attestation on the kiosk in the lobby.
- After checking in please wash your hands or use hand sanitizer before any interaction with your child.
- A program aide will assist you after you have checked in and will facilitate your visit.
- At the conclusion of your visit you will be asked to wash your hands with hand sanitizer or in the restroom with soap and water.
- It is encouraged that all participants in the parenting time visits change and wash their clothes upon returning home.

### Foster Parents/Relative responsibilities:

- The caregivers should ensure that the children are at the agency 15 minutes prior to the scheduled parenting time visits to complete the proper health screenings.
- Foster parents/relatives will ensure that they provide a face covering for any child over the age of 2.
- The foster parents/relatives should provide a disposable gallon bag of items for children that require essentials during the visit time. This bag should include; diapers, wipes, snack, change of clothes, pacifier, medication or anything deemed necessary.
- It is encouraged that all participants in the parenting time visits change and wash their clothes upon returning home.

### Location of Visits

The agency will develop a schedule that will allow for visits to occur both indoors and outdoors. The goal of having various locations for visits is to minimize exposure to others. Parenting time will be at OFS (Pontiac) building and some community-based locations.

### Indoor Visits:

The visitation at OFS (Pontiac) will be held in several identified parenting time rooms. These rooms will be structured differently to ensure the safety of those utilizing the rooms.

- Each room will be disinfected before and after each visit.
- Parenting time visits will be staggered to manage the flow of people being exposed to others.
- Must allow for social distancing of six (6) feet between OFS staff and parent(s) and avoid crowded locations.

- Each visit will be provided a bin of toys that can be utilized during the visit. After the visit is over the toys will need to be returned into the bin to be disinfected at the end of the day. Each scheduled visit will receive a disinfected bin of toys for them to utilize during their visit.
- Any parenting time visits that occur off the premises of OFS will need to adhere to that agency's protocol and policies regarding face to face contacts as it relates to COVID-19.

## Outdoor Visits:

The OFS premises will have a canopy and outdoor seating to conduct parenting time outdoors (when the weather permits).

- The staff must allow for social distancing of six (6) feet between the parent(s) and avoid crowded locations.
- The birth parents and children (2 years of age and older) are required to utilize a face covering during the face to face contact.
- The birth parents and children are both required to wash their hands or utilize hand sanitizer prior to and at the conclusion of the scheduled visit. (All parties will be asked to wash their hands prior to entering the visit and at the conclusion.)
- A few outdoor toys will be provided. The toys will be disinfected prior to and after the visit.
- The area in which the family has their visit outdoors will be disinfected before and after their visit.

# Day One Behavioral Health Services

## Introduction/Overview

The purpose of this addendum is to clarify both staff and client expectations for the Day One program related to returning to face to face visits with individuals engaged in services. It is the goal of Day One to ensure the health and safety of staff and clients while addressing the needs of the agency and our clients. Information from various sources including Oakland County Health Department, Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Administration (OSHA), and State and Federal government have been reviewed and integrated into this addendum.

## Determining the Necessity and/or Appropriateness of Face to Face Services

### Guidelines for Providing Face to Face Services

- The provision of virtual services and supports will continue to be the primary modality of service when it is appropriate for the client.
- In the event the primary funding unit/payer for services is no longer willing to support the provision of virtual services (either video or telephonic), the client will be offered the opportunity to return to face to face, office-based services.
- Clients with specific needs that must be facilitated in a face to face context, such as specific outreach activities and/or case management needs, will be discussed with the appropriate supervisor and/or the program director and may be offered face to face services.
- Clients with the following clinical concerns will be discussed with the appropriate supervisor and/or the program director and may be offered the opportunity to return to face to face services:
  - Clients who were previously receiving face to face services and were demonstrating positive gains toward realizing the goals and objectives outlined on their person-centered plan of service and are no longer doing so as evidenced by regression of previously described gains despite amendment of intervention strategies and/or documented attempts to address other variables that may be inhibiting the client's response to telecounseling services.
  - Clients who are demonstrating a marked increase in symptomology from their baseline presentation such as:
    - increased number of DSM-V criteria being met for their identified disorder compared to baseline presentation for services and these criteria significantly impact activities of daily living and/or their health and safety despite amendment of intervention strategies and/or documented attempts to address other variables that may be contributing to the noted presentation,
    - increased frequency/severity or introduction of suicidal ideation and/or suicidal gestures,
    - increased frequency/severity or introduction of self-harm behaviors.
  - Clients who are at risk for abuse or neglect in the home.
  - Clients who are recently discharged from a higher level of care and are at high risk for symptom/behavior relapse.
  - Clients who meet criteria for ASAM Level of Care 2.1 (Intensive Outpatient Treatment).
- If a client does not fall into the above risk areas yet requests to be seen face to face, there will be consultation with the appropriate supervisor and/or the director before face to face sessions are to be made available to the client.
- If it is clinically appropriate to return a client to face to face services and the client declines, it is important to explore the benefits of your recommendation and to document the discussion in the clinical record. Ensure that you have explored the barriers to face to face services and that you recommend alternatives like possibly holding sessions outside.

## Community-Based Services

This section is for any staff who provide services in the community including MISSION-CJ, PRISM Case Management, PRISM Outreach Worker, Day One Case Management, and Peer Supports.

### Staff Expectations

- If you make a face to face appointment with a client:
  - Inform the client of the new guidelines that are in place to protect everyone's health and well-being including the need to wear facial coverings and physical distancing expectations.
  - Remind the client that these guidelines are to be followed by any other individual(s) that may be present at the time of the appointment.
  - Inform the client that we will be sending them either a link to a video to watch and/or how to access the video on our website that will provide them with details about the new guidelines and the requirement of completing health attestations the morning of the appointment for everyone that may be (are) present.
- Send the link for the video and the health attestation or provide clear instructions on how to access these on our website to the client.
  - If a client does not have access to the necessary technology and/or does not complete an attestation prior to the onset of the appointment, please complete the attestation with them on your phone or electronic device.
- Before starting your appointment, gather only the items that will be used during your time with the client. They should be items that are easily cleaned and sanitized after they are used. Make sure to wear your mask, bring masks in the event that the client does not have one of their own, and use hand sanitizer.
- Remember to wear your mask and maintain physical distancing during the entirety of your time with the client.
- If anyone present at the session refuses to wear a mask or maintain the appropriate physical distancing requirement, remind the client of the discussion that you had with them, the information contained in the video, and the importance of following the guidelines to ensure everyone's health and safety. In some cases, it may be necessary to continue the session outside or elsewhere in the community, or to reschedule the appointment entirely. If you are in need of assistance in this type of circumstance, please contact your Program Coordinator or Program Supervisor.
- After the session and at the end of the work day, use hand sanitizer and disinfect any items that were used in the course of your contact with clients.

### Considerations for the PRISM Outreach Worker and Peer Support Staff

In the event that the PRISM Outreach Worker or Peer Support Staff is required to complete a visit in a hospital, inpatient residential facility or similar setting, coordination

with staff at that facility will be required to ensure that OFS staff members are aware of and able to comply with any additional health and safety guidelines that may be in place at the facility. Additionally, OFS staff are expected to adhere to the guidelines as previously noted.

## Client Expectations

- Clients are expected to do the following:
  - Adhere to the guidelines that are discussed with them prior to the appointment.
  - Wear masks during their appointments.
  - Respect the physical distancing guidelines.
  - Complete health attestations prior to the appointment.

## Office-Based Services

This section is for any staff who provide services in the office, including the Physician's Assistant.

### Staff Expectations When Seeing Adults

- Prior to returning to face to face clinical work with adults, clinicians will go through their various manipulatives to determine which will be appropriate to use and which will not. Items that are difficult to clean and disinfect between sessions will not be used in the context of sessions. Any soft/plush manipulatives or putties will be removed and stored in some sort of bin. Clinicians who typically allow the use of manipulatives during therapy sessions will be encouraged to use single-use crafting items and items that can be cleaned between sessions such as markers, fidgets and white boards.
- When face to face appointments are scheduled:
  - Inform the client of the guidelines that are in place to ensure the health and safety of clients and staff. Review the requirements for clients to wear masks and adhere to physical distancing guidelines.
  - Inform the client that you will be sending them either a link to a video to watch or how to access the video on our website that will provide them with details about the new guidelines and the requirement of completing health attestations when they come to the building to check in for the appointment. Remind them that an attestation will be necessary for everyone that will be attending the appointment.
  - If the client will be brought to the building by another person who is not attending the appointment with the client, please inform the client that the person will be asked to wait in the car until the end of the session.

- Inform the client that children and other family members will not be able to stay in the building lobby during the session and will be asked to wait outside or stay in their vehicle.
- Clients with young children will be encouraged to arrange alternative care for them as they cannot be left unattended in the lobby and it is unsafe for them to be left alone in a vehicle without supervision by an older youth or adult.
- If the other person will be attending the session with the client, remind them that they will also need to wear a mask and maintain physical distancing.
- Send the link for the video or direct the client to our website to watch the informational video.
  - If the client does not have access to the necessary technology to watch the video, you can read them the script of the video message.
- When your client arrives at the office, they can complete the check-in process and the health attestation at the kiosk that is available in the lobby. An email notification will be sent to the clerical support person, and that staff will email you that your client has arrived for their session. The email that you receive will contain the telephone number for you to use to call the client and notify them that you are ready to get them to start your session.
- If the client refuses to wear a mask and follow physical distancing guidelines, remind them of your discussion about the topic, the video they reviewed, and the priority of ensuring everyone's health and safety. If they continue to refuse, discuss barriers and possible options including holding the session outside. If necessary, contact your supervisor and/or program director for assistance and support.
- Remember to clean and disinfect your office space and any items that may have been used during the course of the session.
- Physical contact with clients should be avoided. In the event that any physical contact between staff and client is required, staff is required to utilize standard precautions including the use of disposable gloves. Additional boxes of tissue will be available for clients to use during the course of sessions, and clients will be asked to dispose of used products directly into a waste receptacle.
- If, during the course of a session, the client becomes emotional to the point where utilization of a mask becomes problematic, the client will be escorted to the restroom to allow them to compose themselves. If the client is unable to resume the session, they will be offered the opportunity to reschedule.

## Client Expectations

- Clients are expected to do the following:
  - Adhere to the guidelines that are discussed with them prior to the appointment.
  - Wear masks during their appointments.
  - Respect the physical distancing guidelines.
  - Complete health attestations prior to the appointment.

- Dispose of tissues (etc.) into waste containers and wash their hands and/or use hand sanitizer to avoid the potential spread of COVID-19.
- Follow handwashing protocols should they need to access the restroom for any reason during the course of their time in the building.

## Staff Expectations When Seeing Children

- Prior to returning to face-to-face clinical work with children, clinicians will go through their play therapy supplies to determine which will be appropriate to use and which will not. Items/toys that are difficult to clean and disinfect between sessions and will not be used in the context of sessions. These items include supplies such as games with multiple pieces, card games, soft toys/puppets/plush items. These items are to be stored in some sort of bin. Clinicians will be encouraged to use single-use crafting items and items that can be cleaned between sessions such as markers, fidgets and white boards.
- When face to face appointments are scheduled:
  - Inform the primary caretaker/parent of the guidelines that are in place to ensure the health and safety of clients and staff. Review the requirements for clients and parents to wear masks and adhere to physical distancing guidelines.
  - Inform the caretaker/parent that you will be sending them either a link to a video to watch or how to access the video on our website that will provide them with details about the new guidelines and the requirement of completing health attestations when they come to the building to check in for the appointment. Remind them that an attestation will be necessary for everyone that will be attending the appointment.
  - If the caretaker/parent will be bringing the client in the building but not attending the appointment with the child, please inform them that they will be asked to wait in the car until the end of the session.
  - If the caretaker/parent will be attending the session with the child, remind them that they will also need to wear a mask and maintain physical distancing.
  - Inform the caretaker/parent that other siblings and family members will not be able to stay in the building lobby during the session and will be asked to wait outside or stay in their vehicle.
  - Caretakers/parents with other young children will be encouraged to arrange alternative care for them as they cannot be left unattended in the lobby and it is unsafe for them to be left alone in a vehicle without supervision by an older youth or adult.
- Send the link for the video or direct the caretaker/parent to our website to watch the informational video.
  - If a caretaker/parent does not have access to the necessary technology to watch the video, you can read them the script of the video message.
- When your client and the caretaker/parent arrive at the office, they can complete the check-in process and the health attestation at the kiosk that is available in the lobby. An email notification will be sent to the clerical support person, and that



staff will email you that your client has arrived for their session. The email that you receive will contain the telephone number for you to use to call the client and notify them that you are ready to get them to start your session.

- If the client and/or the caretaker/family member refuse to wear a mask and follow physical distancing guidelines, remind them of your discussion about the topic, the video they reviewed, and the priority of ensuring everyone's health and safety. If they continue to refuse, discuss barriers and possible options including holding the session outside. If necessary, contact your supervisor and/or program director for assistance and support.
- Remember to clean and disinfect your office space and any items that may have been used during the course of the session.
- Physical contact with clients should be avoided. In the event that any physical contact between staff and client is required, staff is required to utilize standard precautions including the use of disposable gloves. Additional boxes of tissue will be available for clients to use during the course of sessions, and clients will be asked to dispose of used products directly into a waste receptacle.
- If, during the course of a session, an adolescent client becomes emotional to the point where utilization of a mask becomes problematic, the client will be escorted to the restroom to compose themselves. If the client is unable to resume the session, they will be offered the opportunity to reschedule. If the client is a young child, the clinician will contact the caretaker/parent to inform them of the situation and ask that they come to the restroom to assist the client. The clinician will escort the child to the restroom. If the client is unable to resume the session, they will be offered the opportunity to reschedule.
- Clinicians who are seeing young children who may need specific assistance will develop a plan with their supervisor to address the unique needs of the client.

## Child and Caretaker/Parent Expectations

- Children and caretakers/parents are expected to do the following:
  - Adhere to the guidelines that are discussed with them prior to the appointment.
  - Wear masks during their appointments.
  - Respect the physical distancing guidelines.
  - Complete health attestations prior to the appointment.
  - Dispose of tissues (etc.) into waste containers and wash their hands and/or use hand sanitizer to avoid the potential spread of COVID-19.
  - Follow handwashing protocols should they need to access the restroom for any reason during the course of their time in the building.

## Intakes, Substance Abuse Evaluations (SAEs) and Driver's License Evaluations (DLEs)

- At the time the intake/SAE or DLE is scheduled, the Intake & Insurance Verification Specialist or designee will review the health and safety guidelines that are in place



at the agency. They will inform the client that they must wear a mask during the time that they are in the building and adhere to social distancing guidelines. Staff will also obtain an email address (if applicable to the client) to which a link to the video can be sent. If the client does not use or provide an email address, the client will be referred to the agency website to gain access to the video. The client will also be informed about the check-in process and need to complete a health attestation on the kiosk in the lobby. Clients will also be asked to limit what they bring into the building, particularly soft/plush items that are difficult to clean.

- Two business days prior to the scheduled intake, the assigned clinician will call the client to reiterate the guidelines related to wearing a mask throughout their time in the building and physical distancing requirements. The clinician will also encourage the client to access the video if they have not already done so, inform them of the check-in process and the need to complete the health attestation form at the kiosk in the lobby, and provide all other information per the guidelines noted in previous sections of this addendum.
- When the client arrives at the office, they will complete the check-in process and the health attestation at the kiosk that is available in the lobby. An email notification will be sent to the clerical support person, and that staff will email the clinician that the client has arrived for their session. The email that you receive will contain the telephone number for you to use to call the client and notify them that you are ready to get them to start your session.
- If the client refuses to wear a mask and follow physical distancing guidelines, remind them of your discussion about the topic, the video they reviewed, and the priority of ensuring everyone's health and safety. If they continue to refuse, discuss barriers and possible options including holding the session outside. If necessary, contact your supervisor and/or program director for assistance and support.
- Remember to clean and disinfect your office space and any items that may have been used during the course of the session.

## Client Expectations

- Clients are expected to do the following:
  - Adhere to the guidelines that are discussed with them prior to the appointment.
  - Wear masks during their appointments.
  - Respect the physical distancing guidelines.
  - Complete health attestations prior to the appointment.

## Other Considerations

- Although all clients and caretakers/parents will be asked to supply their own masks, all clinicians and clerical support staff will have a small supply of masks in case the client and/or the caretakers/parents forget theirs or do not have access

to one. A supply of disposable gloves will also be available to staff in the event that physical contact and/or contact with bodily fluids is unavoidable.

- In order to mitigate the spread of COVID-19, all staff will be required to wash their hands prior to and immediately after touching paperwork.
- If a client and/or caretaker/parent indicates that they are unable to wear a mask due to a medical condition, they must be able to maintain recommended physical distancing measures throughout their time in the building.

## Specialized Services for Youth

### Introduction/Overview

The purpose of this addendum is to clarify both staff and client expectations for the SSY program related to returning to face to face visits with individuals/families. The agency's goal is to ensure safety for staff, clients and visitors while balancing the needs of our agency and clients. Recommendations from several entities have been integrated into this addendum: Oakland County Health Department, Centers for Disease Control and Prevention (CDC), World Health Organization (WHO), Occupational Safety and Health Administration (OSHA), and State and Federal government.

### Guidelines for Offering Face-to-Face Services

#### Offering Face-to-Face (FTF) Therapy Visits

- To help ensure staff and client health and safety, tele-health remains the preferred method of providing services.
- Individuals/families with the following risk factors should be offered FTF visits if the individual/family is not benefiting from tele-health sessions and/or making progress with their risk issues:
  - Individuals who may be at risk for abuse or neglect in the home
  - Individuals who are on the Clinical Pathway for Suicide Care
  - Individuals who have had a suicide attempt within the past 6 months
  - Individuals recently discharged from an in-patient or partial hospital setting
  - Individuals with active psychosis that impact daily functioning (i.e. following command hallucinations)
  - Individuals with active/persistent/severe suicidal ideation
  - Individuals with active/persistent/severe self-harm
  - Any individual that does not have the technology to support video tele-health visits (once the state/OCHN no longer allow phone tele-health visits)
- FTF visits should continue for an appropriate amount of time to stabilize any risk factors. Decisions on ending FTF visits and restarting tele-health should be made in collaboration with the family and the supervisor.

- If an individual/family does not meet the above criteria and requests a FTF visit, please consult with your supervisor to determine the best course of action.
- If you offer/recommend a FTF visit with an individual/family and they decline, please explore barriers to FTF services and recommend possible options (i.e., visits outside or in the community).
- If you offer/recommend a FTF visit with an individual/family and they decline, please document in a contact/progress note and IPOS/PR/amendment summary in the “services offered” section, with barriers and possible options offered.

## Home- and Community-Based Services

This section is for any staff who provide services in the home or community.

### Staff Expectations

- One to two weeks prior to any home or community visits, SSY staff will go through all toys, games, art supplies, etc.... that may be used with an individual/family. For any items that may be difficult to disinfect between sessions (i.e. board games with several pieces, UNO cards, “soft” toys such as puppets), staff will put those items aside (either in your car or at home) so that they will not be used with clients. Staff will ensure that any items remaining will be easily disinfected between sessions (i.e. a few markers, a fidget, a white board, etc.)
- When you make the FTF appointment with your family:
  - Inform the family of the new expectations to ensure everyone’s health and safety, including physical distancing and wearing masks during the session.
  - Inform the family that you will be sending a link to a video for them to watch and that they will need to complete health attestations for the entire household the morning of the appointment.
  - Please have a conversation with the caregiver about potential barriers for the youth with masks and distancing – What activities can you facilitate? How can the caregiver support these rules?
  - Ask the family not to allow any unexpected visitors into the home during your appointment.
- Send the link for the video and the health attestation to the individual/family. (If they do not have the proper technology to watch a video, you can send the script of the video or read it to the individual/family.)
- Once the family completes the attestation, an email will be sent to the SSY case manager email box. One of the case managers will text the appropriate staff member that the attestation has been completed and that the staff member can enter the home.
- Prior to entering the home, choose what items you will bring in with you (ones that can easily be disinfected if touched by someone in the household). Please use hand sanitizer and put your mask on.

- If the family did not, or could not complete health attestation on-line, please pull up the attestation on your phone/iPad/laptop and go through the questions with them, prior to entering the home.
- While in the home, please wear a mask and maintain at least 6 feet of physical distancing between yourself and anyone in the home.
- If anyone in the family declines to wear a mask or use physical distancing, please remind them of the video and the policy and the desire to keep everyone safe and healthy. If anyone in the family still declines, please discuss possible options with them – meeting outside or somewhere else in the community, rescheduling the FTF appointment or scheduling a virtual appointment. Please reach out to a supervisor or the director if you need assistance with this.
- After your appointment, please use hand sanitizer and disinfect any items that were used by the individual or family members during the appointment.
- Prior to returning home at the end of your day, please disinfect any personal/agency items used throughout the day, including your laptop, iPad or cell phones.

## Individual/Family Expectations

- Individuals/families are expected to do the following:
  - Complete on-line health attestations by 9am the morning of the appointment
  - Wear masks (covering their nose, mouth and chin) for the entire session
  - Maintain at least 6 feet of distance between you and them

## Home-Based Hubs

- It is expected that staff will continue to work mostly from home during this time. However, if you have a need to come into the office for a couple of hours (to print, mail, etc.), you will need to reserve a spot in the HB hub (4 staff allowed in north hub, 2 staff allowed in south hub).
- While in the hub, you are expected to wear a mask and maintain 6 feet physical distancing (if there are others in the hub).
- Prior to leaving the hub, please disinfect the area/items that you touched.

## Office-Based Services

This section is for any staff who provide services in the office.

### Staff Expectations

- One to two weeks prior to any appointment in the office, SSY staff will go through all toys, games, art supplies, etc.... that may be used with an individual/family. For any items that may be difficult to disinfect between sessions (i.e., board games with several pieces, UNO cards, “soft” toys such as puppets), staff will put those items aside (either in your car, at home, in a special tub) so that they will not be

used with clients. Staff will ensure that any items remaining will be easily disinfected between sessions (ie. a few markers, a fidget, a white board, etc.)

- When you make the FTF appointment with your family:
  - Inform the family of the new expectations to ensure everyone's health and safety, including physical distancing and wearing masks during the session.
  - Inform the family that you will be sending a link to a video for them to watch and that they will need to complete health attestations for anyone who plans to attend the appointment when they arrive at the office. (Please specify which family members you expect to attend the session and ask that siblings, etc.... be left at home or that other adults wait in car.)
  - Please have a conversation with the caregiver about potential barriers for the youth with masks and distancing – What activities can you facilitate? How can the caregiver support these rules?
  - Please let the family know who you expect in the appointment (i.e. Mother and youth) and ask them to leave everyone else at home.
- Send the link for the video and the health attestation to the individual/family. (If they do not have the proper technology to watch a video, you can send the script of the video or read it to the individual/family.)
- When your family arrives to the office, they will complete the check-in process and health attestation for everyone participating in the appointment. An email will be sent to the front desk. Front desk clerical staff will email you that your family has arrived. This email will contain a phone number. Please call this phone number to let your family know that you are ready to start your session.
- During the appointment, please wear a mask and maintain at least 6 feet of physical distancing between yourself and anyone in your appointment.
- If anyone in the family declines to wear a mask or use physical distancing, please remind them of the video and the policy and the desire to keep everyone safe and healthy. If anyone in the family still declines, please discuss possible options with them – meeting outside or somewhere else in the community, rescheduling the FTF appointment or scheduling a virtual appointment. Please reach out to a supervisor or the director if you need assistance with this.
- At the end of your appointment, please remind your family to check out with front desk clerical staff.
- After your appointment, please disinfect any items used by the individual or family, including but not limited to: chair, table, toys, craft items, pens.

## Individual/Family Expectations

- Individuals/families are expected to do the following:
  - Complete the check-in process and health attestations when they arrive to the office.
  - Wear masks (covering their nose, mouth and chin) for the entire session.
  - Maintain at least 6 feet of distance between you and them.

## Special Considerations for Intake

- Intake clinicians will review all screenings 3-5 days prior to the intake appointment.
- If the intake clinician notices any of the risk factors as described above in the guidelines for FTF visits or the intake is for an individual who was recently discharged from an in-patient or partial hospital setting, the intake clinician will contact the family to offer a FTF intake in the office. If the family declines, the intake clinician will document this in a contact note and proceed with a tele-health intake.
- Case managers will make confirmation calls, send documents to families for on-line signatures, complete demographics, and explain all health/safety processes.
- Case managers will send the link for the office-based video and the health attestation process to any intakes scheduled for FTF.
- Intake clinicians and families will follow all of the rest of the office-based guidelines above.

## Other

- All other services (psychiatric, PSP, YPS) will continue to be provided via tele-health unless a special circumstance has been discussed with a supervisor.
- If an individual/family member indicates that he/she cannot wear a mask due to a medical condition, he/she must be able to physical distance for any appointment.
- You may consider keeping a change of clothes and an additional mask in your office or car in the event that you believe your clothing or mask has become contaminated.
- Although individuals/families should supply their own masks, all home-based staff and front desk staff at the offices will have a small supply of masks in case one of your individuals or family members needs one.

# ClearPass Employee Screening/Attestation Procedures and Instructions

As stated in the Oakland Family Services' Return To Work Procedure Manual, employees will be required to attest to the status of their health as a contingency of being able to enter an Oakland Family Services facility or community site/residence. **As part of this attestation, employees will be required to take and report their own temperature prior to their work day.**

To attest to their current health status, staff will report/attest to not having COVID-19 symptoms through an app (accessible from a smart phone or any smart device) called ClearPass, just prior to entering any Oakland Family Services site or community site/residence. The app is simple to use and checking in and out takes only a minute or less.

All employee screening information will be treated as confidential medical information – specifically, the identity of workers exhibiting a fever or other COVID-19 symptoms will only be shared with members of leadership with a true need to know. Please follow the instructions below to check in and out of any Oakland Family Services facility any day you are working onsite.

## **About ClearPass**

The COVID ClearPass app was designed with safety in mind. ClearPass helps Oakland Family Services take proper measures to prevent the spread of the virus while maintaining a socially distanced workplace. ClearPass assists the Agency with controlling/monitoring the volume of people in the building at any point in time and provides an electronic self-reporting attestation to ensure any staff permitted to enter the building are symptom free and have not been exposed to the COVID-19 virus.

## **When To Use ClearPass**

- All staff must use the ClearPass app prior to being admitted into any OFS site/facility, community site/residence. Staff will be prompted to enter their current body temperature. **Temperature should be taken just prior to using the ClearPass app for check in.**
- Upon receiving a check in confirmation through the ClearPass application, staff may enter the site/facility, community site/residence. Staff will also use the app to check out when leaving the building for the day (see below for instructions).
- After receiving the “check in confirmation” you will have access to the facility, community site/residence for your scheduled work hours. You do not need to check out and back in to the building for short errands, picking up lunch, etc. Only check out of ClearPass when your onsite work day is finished and you are leaving for the day. Additionally, staff who visit multiple community sites/residences need to only check in at the start of their work day and check out at the end of the day.
- **If you are splitting your work day between OFS sites, you must check out of one site and check back in to the next site, etc. This is to ensure that all Oakland**



Family Services facilities can maintain the allowed volume/capacity.

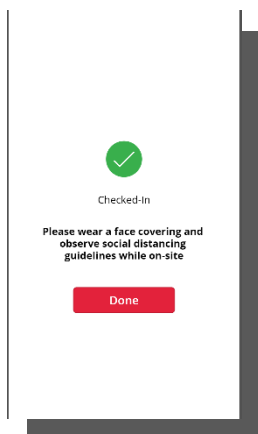
- ClearPass will only allow staff to check in on the day of their visit. As COVID-19 symptoms can present suddenly, confirmation that you are symptom free must come on the day of your visit only.
- If you are denied access to enter the facility, community site/residence, contact your supervisor immediately.
- Staff must check themselves in and out. Colleagues and supervisors may not check out for one another. If you leave the building and have forgotten to check out, please contact your supervisor immediately.



**Reminder: Use ClearPass Check In ONLY on the day of your intended arrival.**

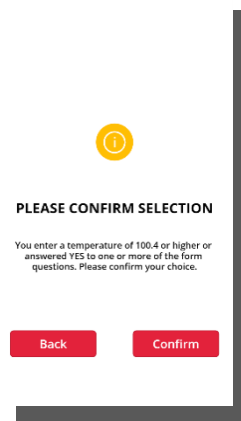
## Checking In Using ClearPass (on the day of your visit)

1. **Begin by taking your temperature.** You will be prompted to enter your current body temperature.
2. **Open the ClearPass app to check in.** The ClearPass app can be found in Power Apps on a smart phone or on Microsoft Teams, on the vertical task bar to the left of the screen (where you go to open the calendar, files, chat, etc.)
3. **Open the ClearPass app option.**
4. **Select the Check In option.**
5. **Select the Location from the drop-down menu,** then click “next” to continue.
6. When the **Self-Declaration** page opens, begin by entering the date and time you wish to enter the facility, community site/residence. This time/date should be no more than 2 hours prior to your visit. **Do NOT continue with the application if your intended visit is not until the next day or a future date.**
7. **Continue by answering all the questions on the Self-Declaration page,** pertaining to your current health status and then click **Submit.**
8. You will receive one of two possible responses:



**Checked In:** You are cleared to enter the facility

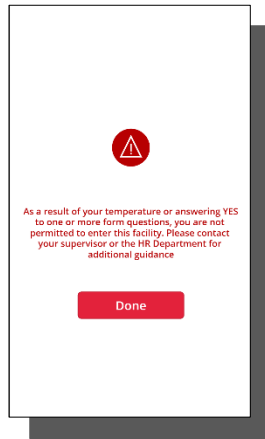
OR



**Please Confirm Selection:** You are asked to confirm your submission. Selecting “Back” will allow you to review and/or correct any answers.



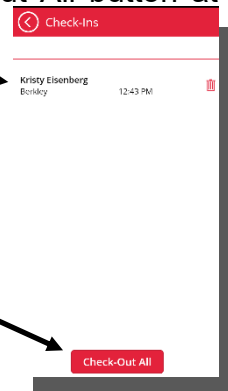
9. If you click “submit” after making any corrections and do not receive a “checked in” confirmation, you will receive this warning:



**Warning:** Do not enter the facility/community site/residence! The Human Resources Department will be notified. **Please contact your supervisor immediately for further instruction.**

## Checking Out Using ClearPass (when leaving the premises on the day of your visit)

1. **When leaving the facility on the day of your visit, open the ClearPass app to check out.** The ClearPass app can be found in Power Apps on a smart phone or on Microsoft Teams, on the vertical task bar to the left of the screen (where you go to open the calendar, files, chat, etc.)
2. **Open the ClearPass app option.**
3. **Select the Check Out Option.**
4. **The Check-Ins tracker page will open.** Click on the Check-Out All button at the bottom of the page.
5. Your name and the date/time of check in will be viewable.
6. Click on the Check-Out All button. Your visit information will disappear but will be stored historically with all other visits in the application.



Once you’ve submitted the Check Out request, you will receive a time stamped confirmation indicating **successful completion of the process**. Immediately leave the premises.

# Client Contactless Check-In Procedures

Due to the COVID-19 pandemic, clients are required to attest to the status of their health as a contingency of being able to enter an Oakland Family Services facility or to have an OFS employee in their home.

Clients must complete a health attestation using an online form (accessible by smartphone or any internet-connected device) just before entering any Oakland Family Services site, or before 9 am on a day an Oakland Family Services employee is scheduled to enter their home. OFS will have two separate forms, one for onsite visits, and one for community-based visits. The forms are simple to use and completing them takes only a minute or less.

All client screening information will be treated as confidential medical information – specifically, the identity of clients exhibiting a fever or other COVID-19 symptoms will only be shared with members of leadership with a true need to know. Please follow the instructions below to fill out the Client Attestation to enter any Oakland Family Services facility, or to have any OFS employees in your home. The attestation must be filled out on the day of, and before, your appointment.

## About the Visitor Check-In & Covid-19 Self-Screening Questionnaires

The Contactless Visitor Check-in & COVID-19 Self-Screening Questionnaires were designed with safety in mind. Self-Screening helps Oakland Family Services take proper measures to prevent the spread of the virus while maintaining a socially distanced workplace. The questionnaire assists the Agency with controlling/monitoring the volume of people in the building at any point in time and provides an electronic self-reporting attestation to ensure any visitors permitted to enter the building are symptom-free and have not been exposed to the COVID-19 virus.

## When To Use The Visitor Check-In and COVID-19 Screening Questionnaires

- You must take your temperature before answering the questionnaire as the questionnaire will ask you to record your current body temperature.
- You must complete the questionnaire before being admitted into any Oakland Family Services site/facility, or before any Oakland Family Services staff can enter your home.
- You will be sent a link that will take you to the appropriate Check-In & COVID-19 Self-Screen Questionnaire form.
- You must complete the questionnaire to attest to your health.
- Upon receiving a check-in confirmation, you may enter the site/facility, or staff will be able to enter your home. If you are denied and receive an alert, you may not enter the facility and you will be required to reschedule your appointment for a later date. Please

wear a mask when you enter the facility.

- The Visitor Check-In and COVID-19 Self Screening Questionnaires will need to be completed on the day of your visit/appointment. COVID-19 symptoms can present suddenly, therefore please do not complete the questionnaire in advance of your visit. Complete the questionnaire the day of your appointment.
- Clients may request assistance from an Oakland Family Services staff when filling out the attestation in the event the client does not have access to technology.



**All clients must fill complete a Self-Screening Questionnaire prior to receiving services and also check out at the front desk after the appointment!**

## Office Based Procedures

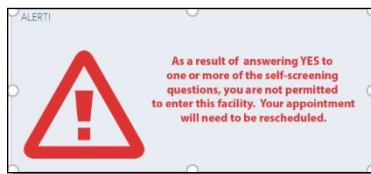
### To Fill Out A Client Attestation

There are two ways that a client can fill out the self-screening questionnaire. **The preferred method is to click on the link and complete the questionnaire (from the car) when arriving for an appointment.** If necessary, a client may also enter the lobby and use the kiosk to complete the questionnaire.

#### From The Car

1. Using a smart phone or smart device, click on the link sent from Oakland Family Services. The link will be sent via email or text message.
2. You must take your temperature before answering the questionnaire as the questionnaire will ask you to record your current body temperature.

**IMPORTANT: If an alert appears after answering the self-screening questions, access to the building will not be permitted. The client will need to reschedule their appointment.**



3. If another person(s) is accompanying the client to the appointment, the client must select “yes” to the question “Is anyone else other than the person listed already in this form attending the appointment” (question #11) to complete additional self-screening questions. Note: The client must provide the first and last name of any other person(s) attending the appointment.

- Oakland Family Services will then be notified of your arrival.
- Please remain in your car vehicle. When it is time to enter the building, you will receive notification via the cell phone number you provided in the questionnaire. **Please do not enter the building until notified to do so.**

## From The Lobby Kiosk

- You may enter the building lobby to assess the kiosk. Please do not proceed beyond the kiosk.
- Select the stylus from the container labeled “Clean”. Use the stylus to complete the appropriate fields and self-screening questions via the kiosk.
- Deposit the stylus in the container labeled “Used”.

**IMPORTANT: If an alert appears after answering the self-screening questions, access to the building will not be permitted. The client will need to reschedule their appointment.**

- If another person(s) is accompanying you to the appointment, you must select “yes” to the question “Is anyone else other than the person listed already in this form attending the appointment” (question #11) to complete additional self-screening questions. Note: You must provide the first and last name of any other person(s) attending the appointment.
- When all questions are complete, click the “Submit” button. Oakland Family Services will be notified of your arrival.
- Please wait in your vehicle or be seated in the waiting room being sure to social distance from anyone else in the lobby (remain 6’ apart and please wear a mask/face covering).

## Community-Based Procedures

The following section outlines procedures for clients receiving home visits in the community. You must attest to the status of your health and the health of those in your home prior to any Oakland Family Services staff visits.

## To Complete The Client Health Attestation From Home

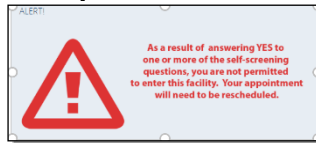
- Oakland Family Services staff will contact you to explain the process/procedures required before a home visit by an Oakland Family Services staff.

2. You will receive an email containing a link for you to easily access the questionnaire.
3. Using a smart phone or smart device, please click on the link sent from Oakland Family Services.
4. Complete the form by filling in the appropriate fields and answering all self-screening health questions.

The screenshot shows a digital questionnaire with three questions, each with radio button options for 'Yes' and 'No'. The 'No' option is selected for all three questions.

- Question 1: "Are you showing any signs of one or more of the following symptoms or have you been exposed to anyone showing these signs: Temperature of 100.4 or higher, cough, shortness of breath, difficulty breathing, tiredness, sore throat, or diarrhea?"  
 Yes  
 No
- Question 2: "Have you had close contact with or cared for anyone diagnosed with COVID-19 within the last 14 days?"  
 Yes  
 No
- Question 3: "Have you traveled internationally or domestically in the last 14 days?"  
 Yes  
 No

**IMPORTANT: If an alert appears after answering the self-screening questions, the Oakland Family Services staff will not be permitted to enter the home. You will need to reschedule your appointment.**



5. If you have other people living in the home or attending the appointment, you must provide the first and last name of each person.
6. When the questionnaire is completed click the "Submit" button.
7. If you receive confirmation, the staff member will then proceed with the visitation.
8. If you receive a denial message, the staff member may not enter your home and your appointment will need to be rescheduled for a later date.