

## **VBCMh: COVID-19 Preparedness & Response Plan: Reopening**

### **SUMMARY**

The first 2 pages of this plan provides a summary of key points of the plan. This plan is VBCMh's operating procedure in response to the novel coronavirus pandemic as of 6/16/2020. Employees are expected to follow all of the guidelines and procedures described in this plan. **Our primary objectives are to prevent the spread of COVID-19 in our community, while ensuring the behavioral health needs of our customers and those seeking our services are met.**

#### **Summary of key actions to mitigate spread of the virus as VBCMh returns to work**

The first line of defense is to ensure you engage in universal precautions. **Everyone is required to be vigilant in best practice infection control practices, no matter where you work.**

#### **Universal Precautions**

1. Cover your cough, wash your hands thoroughly and frequently, wipe down your workspace and other frequently touched surfaces with disinfectant, and don't touch your face.
2. Maintain social distancing with no close contact - defined as keeping 6-foot distance from other people.
3. For those who cannot maintain social distancing to complete work tasks, use Personal Protective Equipment (PPE) as appropriate.
4. Any individual able to medically tolerate a face covering must wear a mask over his or her nose and mouth when in any enclosed public space. Staff shall utilize cloth masks when at agency sites when they will be potentially within the 6-foot social distance from other people. Masks are available to staff, customers and required visitors to our buildings.
5. **IF YOU ARE SICK, PLEASE STAY HOME.** If you display any symptoms while at an office, you will be asked to go home. We are asking staff to be symptom free for at least 3 days prior to returning to an office. Any employees who are sick or showing symptoms of COVID 19 are asked to stay at home and notify their supervisor. If they have symptoms of COVID 19, they should contact their health care provider for guidance.

**Return to face to face services and in office work processes will be gradual.**

#### **Additional Actions to promote health and safety**

- Remote work/work from home will continue to be encouraged as much as feasible even as face to face services increase in the community and in VBCMh offices.
- Delivery of services through remote means (tele) will continue as allowed by state rules if benefitting the client.

- Numerous actions are being taken to ensure social distancing inside our buildings including:
  - Staff meetings and trainings should continue to occur through telecommunications.
  - The number of employees permitted in any work room, breakroom, or shared restroom shall be limited according to room size to ensure social distancing restrictions can be followed. Posted signs will designate maximum number allowed in these rooms.
  - Face masks are required as medically tolerated when in enclosed spaces and may come within 6 feet of others.
  - Employees are expected to minimize COVID-19 exposure by avoiding handshakes or other physical contact.
- Enhanced hygiene and disinfection will occur including
  - Employees will be provided with access to places to frequently wash hands or to use hand sanitizer and the time to do so.
  - Customers and visitors will have access to hand sanitizer at entrances.
  - Increased cleaning and disinfecting of surfaces, equipment, and other elements of the work environment will be performed at least twice a day using products containing EPA-approved disinfectants. For some larger locations, contracted cleaning crews may be utilized and other locations, all staff will need to pitch in and cleaning will be tracked on the cleaning sheet for public spaces.
  - Employees will be provided with access to disposable disinfectant wipes and/or spray so that any commonly used surfaces can be wiped down after each use.
  - Shared equipment will be minimized but employees using shared equipment or agency vehicles must disinfect all surfaces that might be touched both before and after each use.
- Employees coming into VBCMh sites or providing face to face services in the community are required to complete health screening before leaving home via email. This is not considered work time. The screen includes symptom and temperature checks. Employees with symptoms are to remain home and contact their supervisor.
- Customers and visitors will be health screened before face to face services and at VBCMh buildings.
- Guidance and training on COVID-19 practices, such as PPE usage, as required will be provided to staff.
- In the event anyone who tests positive for COVID 19 has been in a VBCMh building or vehicle in the past 14 days, VBCMh will undertake appropriate cleaning and disinfecting measures based on consultation with an infectious disease certified organization trained in disinfecting for COVID 19 and will notify persons who have had contact.

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## **VBCMh COVID-19 Preparedness & Response Plan**

In order to respond to the current state of emergency related to COVID-19 and to comply with relevant state and local orders VBCMh has developed the following COVID-19 Preparedness and Response Plan focused on gradually reopening. This Plan will be updated as this situation evolves and as state or local orders and guidance related to COVID-19 are issued or amended.

**This plan is VBCMh's operating procedure in response to the novel coronavirus pandemic. Employees are expected to follow all of the guidelines and procedures described in this plan.**

**As in earlier phases of this pandemic and plan, our primary objectives remain the same and are to prevent the spread of COVID-19 in our community, while ensuring the behavioral health needs of our customers and those seeking our services are met. Addressing the needs of our community will create challenges that call for creativity and innovation. That means nothing less than our very best is in order to meet these challenges.** Although our response plan will continue to change, our values of safety and high-quality services will remain.

## **Current Executive Order impact on VBCMh**

Executive Order 2020-100 and previous Executive Orders referenced as Stay at Home orders, or Safer at Home orders, in general, prohibited businesses to require staff to leave their homes except to the extent those staff were essential to sustain or protect life. Exceptions are listed in the order including for health care workers. EO 2020-100 was set to expire June 12, 2020. EO 2020-114 was issued and allows for earlier reopening as long as requirements in EO 2020-114 are met. This plan complies with the requirements in EO 2020-114. EO 2020-114 encourages the continuation of remote work/work from home as much as feasible.

VBCMh will continue to strive to meet the community's mental health needs while reducing the risk of infection to our clients, staff and our community.

**Please be advised this document is subject to change as the information in this document is based upon recommendations which continue to change and from staff input.** The State of Michigan's MI Safe Start plan is available to staff in the !COVID 19 folder in the shared drive and on the state's website. As our region moves through these phases, guidance in this document may be updated. All updates to this document will be disseminated by the CEO.

**Updated versions will be emailed to staff and posted on the shared drive, in the folder called: ! COVID-19 and posted on the website.**

This plan (minus staff only resources) and summary information relevant to the community will also be posted on the public portion of the VBCMh website so that it is accessible to the community.

To report unsafe working conditions please complete an Employee Incident Report and contact your supervisor, and the onsite staff person designated to implement, monitor, and report on the COVID-19 control strategies. This designated staff person must be onsite and may change. The designated staff person will be listed by building on the staff sign in sheet located on the shared drive.

Below are the safety measures VBCMh plans to take as we gradually reopen. The measures are in line with the CDC guidance, Michigan's MI Safe Start plan, EO 2020-114, Michigan's Association of Local Public Health and Van Buren Cass District Health Department guidance.

In compliance with EO 2020-114, an onsite designated staff person to assist with monitoring reporting and implementing compliance with this plan will be designated each day by site.

### **Universal Precautions**

The first line of defense is to ensure you engage in universal precautions. **Everyone is required to be vigilant in best practice infection control practices, no matter where you work.**

1. Cover your cough, wash your hands thoroughly and frequently, wipe down your workspace and other frequently touched surfaces with disinfectant, and don't touch your face.
2. Maintain social distancing with no close contact - defined as keeping 6-foot distance from other people.
3. For those who cannot maintain social distancing to complete work tasks, use Personal Protective Equipment (PPE) as appropriate.
4. Any individual able to medically tolerate a face covering must wear a mask over his or her nose and mouth when in any public space. Staff shall utilize cloth masks when at agency sites when they will be potentially within the 6-foot social distance from other people. Masks are available to staff, customers and required visitors to our buildings.
5. IF YOU ARE SICK, PLEASE STAY HOME. If you display any symptoms while at an office, you will be asked to go home. We are asking staff to be symptom free for at least 3 days prior to returning to an office. Any employees who are sick or showing symptoms of COVID 19 are asked to stay at home and notify their supervisor. If they have symptoms of COVID 19, they should contact their health care provider for guidance.

## **Coping with stress and self-care**

Coping with all the changes both in our work and outside of work during these past few months has been stressful. Beginning to return to work also brings many changes and thus additional stress. Many people have experienced a wide range of feelings over the past few weeks and will likely continue to do so in the coming weeks and months - It's normal and okay to feel an array of emotions during times like now. You might feel a lot of different emotions from fear to anger to anxiety and even depression, and at times you may feel hopeful and happy to begin to return to how life used to be. And your feelings may change from day to day. It's important to give yourself an opportunity to check in with how you're doing.

While you are practicing good hygiene and physical distancing, it is also important to practice self-care and stress reduction. Working in a COVID-19 world is not “normal”! Regular focus on healthy coping is always important, but even more so now. Coping strategies will not always feel natural, but they are science-driven pathways to becoming a healthier person. The four pillars of self-care consist of:

- Regular sleep schedule;
- Healthy balance of nutritious foods;
- Regular exercise and stay somewhat physically active during your day; and
- Maintain/build positive social support and close relationships with loved ones.

Other helpful strategies:

- Get outside / spend time in nature every day
- Regularly practice mind-body-spirit based activities: yoga, tai chi, mindfulness, meditation
- Engage in patterned, repetitive motor activities: deep breathing, music, dance, yoga, tai chi, drumming, tapping
- Avoid alcohol, tobacco and drugs

Stress is a normal psychological and physical reaction to the demands of life, and COVID-19 has certainly added additional demands. Everyone reacts differently to difficult situations, and it's normal to feel stress and worry during a crisis. Multiple challenges daily, such as all the impacts and the effects of the COVID-19 pandemic, may push you beyond your ability to cope. Despite your best efforts, you may find yourself feeling helpless, sad, angry, irritable, hopeless, anxious or afraid. You may have trouble concentrating on typical tasks, changes in appetite, body aches and pains, or difficulty sleeping or you may struggle to face routine chores. When these signs and symptoms last for several days in a row, make you feel miserable and cause problems in your daily life so that you find it hard to carry out normal responsibilities, it's time to ask for help.

Recognize your feelings and understand that if it gets to the point where it's debilitating and preventing you from going on with your day, you might want to reach out for help, and again, that's okay. We've gone through a lot of change already and that was hard to handle. Now, we are starting to change again. Be kind and patient with yourself and with others.

Additional resources on coping with stress and emotional support and wellbeing can be found in the Appendix of this document and in the !COVID 19 folder under Public Resources.

### **Enhanced Social Distancing**

Persons with COVID 19 are contagious when asymptomatic and/or pre-symptomatic , thus social distancing and universal precautions are important.

Supervisors will direct employees to perform their work in such a way to reasonably avoid coming within six feet of other individuals. Where possible, employees may be relocated or provided additional resources in order to avoid shared use of offices, desks, telephones, and tools/equipment.

The number of employees permitted in any work room, breakroom, or shared restroom shall be limited according to room size to ensure social distancing restrictions. Posted signs will designate maximum number allowed in these rooms.

Employees on site at VBCMh buildings should remain in their assigned work areas as much as possible. Call or email rather than visit in person to accomplish a task.

Remote work/work from home will continue to be allowed even as face to face services increase in offices and the community. Supervisors in collaboration with Division Managers will determine criteria for when office and community face to face services will resume making remote work a less frequent privilege.

Delivery of services through remote means (tele) will continue as allowed by state rules if benefitting the client. Currently the waiver allowing for services through tele means has been extended until further notice.

Furniture in waiting rooms will be spaced to allow for social distancing. Other measures shall be taken to reduce the number of persons in waiting rooms as determined by supervisors on-site and ET such as programs could stagger schedules to reduce number of people in waiting rooms.

Distancing markers will be placed in areas where more than one person may be waiting.

Staff meetings and trainings should continue to occur through telecommunications. Instructions for free conference calling for staff meetings from home, from office phones and from Android cell phones has been sent out and posted in the shared drive.

Employees whose job duties regularly require them to be within six feet of members of the public will be provided with appropriate personal protective equipment (PPE) or physical barriers commensurate with their level of risk of exposure to COVID-19. Installation of plastic shields or use of face shields will be utilized.

Employees shall avoid handshakes or other physical contact which brings them closer than 6 feet of another person during the course of their work.

Where possible, VBCMh will offer alternative work schedules (remote, part time, vary on-site work days or hours among employees) to allow for social distancing within office buildings.

Non-essential travel continues to be prohibited, such as conferences. Travel should be approved in advance by supervisors. If an in person training is required to carry out essential job functions, permission should be sought through direct supervisor from Division Manager. Permission will only be granted when there is no other alternative for completing the training.

Employees should limit visits to other VBCMh sites. Participation by staff other than the psychiatrist in med reviews should continue as much as feasible through tele means.

Any need to be at a VBCMh site to which an employee is not assigned should be by appointment. Appointment should be made with the designated site Utilizing non primary office site for access to a computer is discouraged.

Employees without access to their primary assigned work site (such as New Outlook, CSDD) and without consistent ability to work from home will be assigned a new temporary work site as needed.

**Face coverings:**

As stated above, face coverings are required for employees when they might come within 6 feet of others in line with the guidance which was issued by email to all staff on 4/24/20.

If an employee cannot medically tolerate a mask, please provide medical documentation of this and contact Human Resources to request an accommodation.

Masks reduce the risk of transmission via droplets emitted during talking, breathing and coughing. Wearing a mask provides protection to others if one is an asymptomatic or pre-symptomatic carrier of the coronavirus. Masks may provide some protection to the wearer.

Masks are worn because they are required by the state and VBCMh.

Masks are required because we care about others.

VBCMh has masks available for staff and customers who do not have one.

Guidance on how to wash, put on, and take off a non-medical face covering will be provided.



In compliance with EO 2020-114, signs stating that face masks are required will be posted at all VBCMh sites.

If a customer arrives for an appointment at VBCMh building or in the community without a mask, a mask will be offered. If the mask is refused for any reason, the screening procedure will be followed and a decision will be made about providing services.

Staff are responsible for bringing a mask for their use every day and assuring masks are washed regularly using water and a mild detergent, dried completely in a hot dryer and stored in a clean container or bag.

When entering community sites or other agency's buildings, staff will comply with the site's rules on wearing a mask or the above, whichever is more stringent.

Additional information and guidance on wearing a mask are included in required staff training and in the appendix.

### **Enhanced hygiene and disinfecting**

As stated in the universal precautions, employees are instructed to wash their hands frequently, to cover their coughs and sneezes with a tissue or into their elbow if a tissue is unavailable, and to avoid touching their faces.

Employees will be provided with access to places to frequently wash hands or to use hand sanitizer and the time to do so.

Customers and visitors will have access to hand sanitizer at entrances. Hand sanitizers shall be placed in multiple locations to encourage good hygiene.

Employees will also be provided tissues and places to properly dispose of them.

Signs regarding proper hand washing methods will be posted in all restrooms.

Increased cleaning and disinfecting of surfaces, equipment, and other elements of the work environment will be performed each evening using products containing EPA-approved disinfectants.

Each building will be cleaned at least twice per day. For some larger locations, contracted cleaning crews may be utilized and other locations, all staff will need to pitch in and cleaning will be tracked on the cleaning sheet for public spaces.

Each day a single staff will be assigned this responsibility for each floor/location as part of Screener Role and Screener Checklist. Staff assignment will be based on schedule and workload (not based on position). A daily task list and schedule for each location will be developed and

followed. Supervisors of assigned staff are responsible for monitoring whether staff are following the task list and schedule as needed.

Proper disinfection (wipes/spray) and cleaning is mandatory especially for high traffic areas and frequently touched items such as countertops, entrance/exit doors, handles, bathrooms.

Individual staff are responsible for cleaning their own office plus any conference room or clinical space / shared space after each use in addition to the nightly cleaner's cleaning.

Employees will be provided with access to disposable disinfectant wipes and/or spray so that any commonly used surfaces can be wiped down after each use.

Employees using agency vehicles must disinfect all surfaces that might be touched both before and after each use.

VBCMh limits the sharing of equipment and/or conference rooms. Should any sharing of equipment/conference rooms be required, employees must disinfect and clean each piece of equipment before use and following use.

Staff shall avoid using other workers' phones, desks, offices, or other work tools and equipment, when possible. When shared equipment must be used, sanitize with disinfectant wipes both before and after use.

Items that are generally touched and shared should be considered for removal or setting up an alternative process, such as removing toys and magazines from waiting rooms, and reworking processes so fewer papers or pens are shared or passed between people.

For example: Canisters for used pens will be provided where pens are handed to customers for use. The canisters are for pens after use. Pens are to be disinfected before allowing another person to use it.

In the event that an employee that has been in the workplace in the past 14 days tests positive for COVID-19, VBCMh will undertake appropriate cleaning and disinfecting measures based on consultation with an infectious disease certified organization trained in disinfecting for COVID. These measures involve fogging of an EPA-registered disinfectant solution, detailed cleaning of horizontal and vertical surfaces, and direct application to vertical and horizontal surfaces with the same EPA-registered disinfectant solution.

Controls including the installation of high-efficiency air filters, increased ventilation rates are being explored with building owners. Where the above is not feasible, the effectiveness/impact of air purifiers is being explored.

## **Personal Protective Equipment (PPE)**

VBCMH shall provide and make available to all employees recommended PPE. All employees must wear a covering over his or her nose and mouth when in public space.

PPE may vary especially for staff that may need additional protection against blood, body fluids, chemical, and other materials to which they may be exposed. Additional PPE may include medical/surgical gowns, fluid-resistant coveralls, aprons, or other disposable or reusable protective clothing, goggles, face shields, gloves and/or cloth masks.

## **PPE Usage Guide**

### **At all times**

- Staff should wear a mask as previously described
- Staff should maintain 6 feet of distance with all other people
- Wash or sanitize hands after contact with any shared surface or other person
- Clean shared objects (door handles, pens) or use a tissue to touch shared objects or limit sharing

### **When staff cannot maintain 6 feet of distance (examples include joint transportation in car)**

- Staff should also wear gloves
- Require others (clients, parents, visitors) to wear mask
- Consider wearing a jacket or scrub that can be removed after contact
  - If you are wearing a reusable covering please consider the following:
    - Remove once exposure is completed and place in a bag for transporting to launder. Do not allow used scrubs to be laying on chairs or hanging in an office after use. Do not re-use the next day without being laundered,
    - At the end of the day/week, that bag should be taken home to be laundered.

### **Person to Person Contact (examples include shots, screening process)**

- Gown, and Face Shield should be worn in addition to mask, and gloves

### **Contact with person with symptoms or possible COVID-19**

- Approval by medical or supervisor staff (situation specific plan developed).

How to Use PPE:

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html>

## **Training for staff**

Guidance and training on the following will be provided to staff and staff are required to complete training on

- Workplace infection-control practices.
- The proper use of personal protective equipment.
- Steps the employee must take to notify VBCMH of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19, and
- How to report unsafe working conditions.

Employees are required to complete the trainings assigned and send a Training Attendance Form.

## **Health Screenings**

### **Employees' Self-Monitoring-**

Persons with COVID 19 are contagious when displaying symptoms (and when not displaying symptoms) thus it is important to isolate when showing common symptoms associated with COVID 19.

**Employees must complete and submit required Health Screening prior to entrance to VBCMh buildings or providing face to face services in the community.**

VBCMh staff reporting for work at a VBCMh site **MUST be symptom-free.**

- Please do not report for work if you have any symptoms that could indicate COVID-19.
- Please do not report for work if anyone in your household has any of COVID-19 symptoms.
- Please do not report for work if you have had **unprotected (no use of PPE and/or social distancing for a prolonged period of time which is more than 10 minutes)** contact with a person with a confirmed case of COVID 19 until 14 days have passed since your contact, if you are symptom-free. Please do talk with your PCP or the Health Department to determine if testing is needed.
- *If you have any symptoms, please notify your supervisor and Human Resources.*

We want to avoid the spread of other illnesses as well during this time. Overall, we are recommending the staff, or their family members/guests not go to an office when experiencing any illness or symptoms. Remote work from home may be possible if the work is available and if the staff member is willing.

People should not come to work when:

- Employees who display COVID-19 symptoms, such as fever, new or worsening cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems, including nausea, diarrhea, and vomiting, whether or not accompanied by a formal COVID-19 diagnosis;
- Employees who, in the last 14 days, have had close contact with and/or live with any person having a confirmed COVID-19 diagnosis; and
- Employees who, in the last 14 days, have had close contact with and/or live with any person displaying COVID-19 symptoms, such as fever, new or worsening cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems, including nausea, diarrhea, and vomiting.

## **Employee Self Screening**

Employees on-site or providing face to face services in the community shall complete a self-check prior to leaving home and report as directed. Confidential electronic means of reporting

shall be implemented. The electronic screening is preferred before coming into the office. If this is not possible then staff should complete the questions from a paper form before leaving home and copy answers into the electronic tracking when they are in the building. The questions need to be answered and reviewed before a person heads to the building or providing a service.

Each employee is responsible for monitoring his/her own health and taking appropriate actions based on his/her knowledge of his/her health and seek medical help as appropriate. If feeling ill employees should not come to the building or participate in work activities that expose others.

Employees are expected to continue to monitor their health throughout their shift. If an employee begins to feel sick after arrival, please call your supervisor, Division Manager or Human Resources.

When entering community sites or other agencies' buildings, staff will comply with the site's screening protocols.

***Customers coming to VBCMh buildings for services -***

Prior to a scheduled service, staff will whenever possible call all clients and/or responsible person accompanying them (e.g. parents, guardians, caregivers, etc.) approximately 24 hours prior to any face to face contact/appointments or meetings and ask the screening questions listed in the COVID-19 Visitor Screening Procedure. If the customer and any necessary person accompanying them pass these screening questions, they will be reminded of their appointment time and provided additional guidance on building procedures including being asked if they have a face covering or will need us to provide a face mask. Customers will be asked to limit additional persons accompanying them to as few support persons as possible. All visitors will also be screened before entering the building.

Prior to entering any building/office space all clients and other persons accompanying them must be asked the screening questions and have a temperature taken with an automatic, no-touch infrared forehead thermometer to rule out fever. If a person refuses to participate in the screening process, access to the building will not be allowed, explaining politely that the current state rules require that we switch their services to telehealth or delay them until participation in the screening can occur. If assistance is needed, call the onsite designated staff person to assist.

***Screening prior to Face to face services in a customer's home or community setting-***

Prior to a scheduled service staff will whenever possible call all customers and/or responsible persons (e.g. parents, guardians, caregivers, etc.) approximately 24 hours prior to any face to face contact appointments or meetings and ask the screening questions listed in the COVID-19 Client Screening Procedure . Screening questions should be asked about all persons in the home. If the person and persons in the home pass the screening questions, customer/responsible

person will be reminded of the appointment time and provided additional guidance on service procedures.

### **Visitors**

No visitors will be allowed in the workplace unless they are deemed essential. All visitors entering the building shall be screened prior to entering the building. The VBCMh Entry Screening form should be utilized to decide if the visitor can enter the building.

If a visitor presents with symptoms of COVID-19 or answers yes to any of the screening questions, they will not be allowed access to the building and will be instructed to seek medical care or call the COVID-19 Hotline. The incident will be reported through the Incident reporting system. If assistance is needed, call the onsite designated staff person to assist.

VBCMh requires any member of the public as medically appropriate to wear a face covering over their nose and mouth while at any VBCMh facility.

## **Workplace Flexibilities and Potential Benefits for Employees Affected by COVID- 19**

Employees are permitted to take paid leave consistent with VBCMh's procedures.

From March 27- June 8, staff were paid for available hours even when no work was assigned due to restrictions imposed due to the pandemic. Payment for available time is allowed through September 14. It is expected that the need for use of payment for these hours is expected to be much less as the region maintains and improves in factors indicating less risk of community spread of COVID-19. Payment for available time requires supervisory approval. Allowance for use of payment for available hours allows for the gradual return to work in June and should the region have a resurgence in community-spread of the pandemic.

Some long standing procedures were waived to ensure benefit eligible staff could access paid time off in case of illness during this crisis.

- Staff may request to use **ANY accrued leave** time available to them for reasons related to the pandemic.
- Staff may request to use intermittent **UNPAID leave and/or periods of voluntary UNPAID lay-off**, even if accrued time is available, for reasons related to the pandemic. Note: Use of unpaid leave or lay-off may subject staff to loss of accrual during the affected pay period. Staff requesting to take unpaid leave days may do so in writing to their supervisor and Division Manager & requests for unpaid lay-off should be in writing to Human Resources.
- Staff may be eligible for up to 5 days of paid COVID Illness Leave for personal illness or illness within the household after all other paid leave is exhausted, as approved by the Board.
- Staff may request to waive the maximum number of vacation hours carried over their hire date anniversary until September 1<sup>st</sup>.

If you are considered in the high-risk population, or have lost childcare (including school) due to the pandemic, please make decisions to keep you and your family safe. Discuss with your supervisor what work you can do from home including if your work and your home situation would allow for this. There may be work related tasks that are not normally part of your work that you can do. Have your supervisor discuss this possibility with your Division Manager. You may be able to utilize paid leave time or unpaid time. Please discuss either of these options with your supervisor and subsequently with your Division Manager to ensure fair decision making for all. Some work tasks are still required to be completed in our buildings, or away from your home, and thus some staff will be required to be on site. If for reasons related to COVID-19, you determine that you are not available for these on site or in person tasks, then paid or unpaid leave time will need to be utilized.

In compliance with EO 2020-114 VBCMh will not discipline, discharge or retaliate against an employee who stays home or leaves work when they are at risk of infecting others with COVID-19. Requirements of VBCMh procedures including notification of supervisor are applicable. Not every concern related to COVID-19 is applicable under this clause; please consult with Human Resources.

### **Measures Upon Notification of Employee's COVID-19 Symptoms and/or Diagnosis**

#### **Employees with Suspected or Confirmed COVID-19**

An employee with a COVID-19 diagnosis or who displays symptoms consistent with COVID-19 must immediately leave the worksite, or as soon as safely able. Isolation spaces will be utilized in the event staff are unable to leave immediately, e.g. need transportation assistance.

In response to a confirmed diagnosis or display of COVID-19 symptoms, VBCMh will:

- Within required timeframe inform all employees and customers with and near whom the diagnosed/symptomatic employee worked of a potential exposure;
- Keeps confidential the identity of the diagnosed/symptomatic employee except for required reporting to the Van Buren Health Department or other entities; and
- Conducts deep cleaning of the diagnosed/symptomatic employee's workstation, as well as those common areas potentially infected by the employee.

All employees who worked in sustained, close proximity to the diagnosed/symptomatic employee will also be required to work remotely for at least 14 days; however, should these exposed employees later develop COVID-19 symptoms and/or receive a confirmed diagnosis, they may not report on-site until all return-to-work requirements are met, defined below.

VBCMh completes required reporting to the Health Department and OSHA.

#### **Contact Tracing/Increased Testing**

VBCMh will cooperate with the Van Buren/Cass District Health Department (or other authority as directed by MDHHS) on contact tracing and increased testing.

Staff shall continue to utilize the electronic sign in and sign out sheets when entering and leaving any VBCMh buildings. The sheets are found in the shared drive in the !COVID 19 folder. When signing in or out, it is important to remember to **save and close** the document so the next person may utilize it.

### **Decision-Making Authority**

- CEO is responsible for decisions related to this plan and VBCMh response to COVID-19; in the absence of the CEO decisions are made by:
- Community Support Services Division Manager; if not available, decisions are made by:
- Adult & Family Division Manager; and if not available, decisions are made by:
- CFO.

Input to decisions needing to be made is sought and welcomed from staff and customers. Input should flow through management structure and to Safety Chairperson.

### **VBCMh Guidance for Services to Customers**

VBCMh offers many types of services to people with unique needs, preferences, and strengths in multiple settings. Individual decisions on how best to provide a medically necessary service to an individual will all need to consider basic principles of safety and utilize creative problem solving and dedication to meeting clients' needs.

Basic safety principles to be applied include:

- Universal precautions as listed on page 5 of this document must be used as applicable in every interaction. (Wash hands frequently, disinfect shared surfaces frequently, if you are sick stay home; maintain social distance; all participants should wear a face covering; utilize additional PPE if social distance cannot be maintained.)
- Services which are provided effectively through virtual or tele means may remain virtual.
- Health screens in advance for all involved in any face to face services are required, and if anyone has symptoms, they should typically be rescheduled or moved to tele services
- Consider whether the service can be provided outside as outside is considered safer than inside.
- Exposure to fewer people is considered safer.
- Plexiglas barriers to be utilized as needed for areas with potential prolonged contact with others.

Additional guidance that has been in place includes:

- For any out of office client service, a phone call should be made prior to any visit to determine if anyone in the home is sick or displaying symptoms utilizing the attached screening questions.
- Any face to face services that have been approved by Division Manager meeting the screening criteria listed above (answering no to all portions) should also take into consideration any rules or requests of the home/program owner/operator, for example, if they have reported that they are going into self-quarantine, limiting visitors, or are taking other steps that impact our ability to interact face to face with clients.



- Psychiatric services: Face to face for initial psychiatric evaluation is priority. Telehealth is encouraged as feasible for established patients. Established patients having complex issues – doctor will decide on case by case basis whether face to face or telehealth. Executive order (EO) states as medical offices reopen, encourage telehealth to continue to greatest extent feasible; and contactless sign in as feasible. EO requires “Specific Vulnerable patient hours.” Many of VBCMh patients served are vulnerable due to other chronic conditions and/or age, thus most hours will be treated with every precaution. Special considerations for patients who must be seen in person and are considered vulnerable may be taken as directed by the attending doctor. If a patient requests to be seen during a vulnerable patient hour, please notify the attending RN and psychiatrist.

EO 2020-114 also requires specific actions for medical offices. To address this, VBCMh is requiring the following at all agency sites:

- Room must be cleaned between every person.
- Deep clean between clients if any client has respiratory symptoms.
- Special building cleaning if person is confirmed positive for COVID.
- Ground markings for social distancing
- Must provide masks; require wearing face mask if cannot maintain 6 ft distance; recommend face shield if will be within 3 ft (donated cloth, surgical, and N95 masks as well as face shields are available)
- Rules set by specific nursing homes, specialized residential homes etc. should be followed by VBCMh employees. If you believe there is a need to enter one of these settings when being asked not to, please consult with your Division Manager, Recipient Rights Officer.
- Both clients and staff must be symptom free. If a client is displaying symptoms, please consult a supervisor regarding how to handle the client’s situation.
- If a client calls and states they are ill or displaying symptoms, a phone consult should be offered and then appointment rescheduled (in general 14 days later, reminding clients they should be symptom free for 3 days before attending.) Appointment should be flagged to check if symptom free for 3 days. Recommend client/caregiver to contact their primary doctor.
  - For those situations with an RN or MD providing the service, the medical professional can provide the service to a person with PPE while taking additional precautions based on their medical judgement including use of full PPE.

**Reopening Grid:**

***Table of Content:  
Departments:***

Executive Team (ET)	Administrative (Dawn’s Unit)
Administrative (Judy’s Unit)	Administrative (HR)
Administrative (Customer Service)	Administrative Business and Finance Department
Administrative (Quality)	Administrative (Provider Network)
Administrative (Compliance)	Administrative (UM)
Med Clinic Nursing- HSB	Crisis / Prescreen
Access	Med Clinic Nursing- SHOP
Med Clinic Nursing - HSB	Med Clinic Nursing- Bangor
Psychiatric	
Outpatient Therapy (individual)	SUD Outpatient Therapy
SUD Prevention	Groups (CLS)
Wraparound	CSM/ Case Management
Homebased CM/Therapy	Elder Services
Bangor Health Center including E3	Hope Center
LINCS	Recovery Court
Employment Services	Saving Timbers (Skill Building)
FSS	CIS
ACT/STEPS	MICA

***Buildings & Public Areas:***

Paw Paw 801 Hazen  
 HSB- MH  
 HSB- SUD  
 Hartford  
 HOPE  
 Children’s Services  
 CSDD (New)  
 Saving Timbers  
 The Depot  
 Bangor Middle School- Health Center  
 The Department Building- NOL  
 South Haven Court House- SHOP

***Definitions:***

*Remote:* means that a person is working outside of the building

*Rotating:* means that a person is in the building at points but also working remotely as much as possible.

*To Be Determined based on lessons learned from previous phases:* means the To Be Determined based on lessons learned from previous phases that will be developed which still could mean less then what was before COVID-19

The purpose of the grid is to provide general guidance.

*Department Specific:*

State Levels:	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
The current Executive Orders recommend to keep as much remote work as possible throughout phases.						
	Uncontrolled Growth	Persistent Spread	Flattening	Improving	Containing	Post Pandemic
<p>Van Buren CMH as an agency is not necessarily going to be in the same Phase as the state or Van Buren county is. We will move through the phases likely at a slower rate so that we can meet the new requirements set by each phase.</p> <p>VBCMH will notify of what phase the agency is in when the agency changes phases through email.</p> <p>VBCMH will notify via email when changing the current phase</p>						
Capacity Daily	As few as possible	As few as possible	As few as possible	25%	50%	100%
Executive Team (ET)	Remote	Remote	Remote	Remote In office as needed	Remote In office as needed	To Be Determined based on lessons learned from previous phases
Administrative (Dawn's Unit)	2 staff on rotation; others remote	2 staff on rotation; others remote	3 staff, on rotation; others remote	Up to 4 staff, on rotation; others remote	Full staff typically in office; remote utilized with permission	To Be Determined based on lessons learned from previous phases
Administrative (Judy's Unit)	1 staff on per site PRN, otherwise remote	1 staff on site CSDD rotating, others in PRN or remote	1 staff on site CSDD rotating, , 1 staff on site 2-4 days at Depot; 1 day and PRN on site at HFRC	1 staff CSDD until move, then 2 staff on site rotating at Depot per day; 1 day on site and PRN at HFRC	2 staff on site rotating at Depot; 1 day on site and PRN at HFRC	To Be Determined based on lessons learned from previous phases
Administrative (HR)	Remote	Remote; 1 staff 2 days/wk	Remote; 1 staff 2 days/wk	Remote; 1 staff 2 days/wk plus as needed.	1 in office rotation as needed;	To Be Determined based on

		plus as needed	plus as needed.		Remote as possible	lessons learned from previous phases; Remote allowed
<b>Administrative (Customer Service)</b>	Remote	Remote	Remote	Remote	Remote and on site as needed	Remote and on site
<b>Administrative (Business and Finance Department)</b>	Remote	Remote/ Rotating 1 staff at a time	1 in office on rotating schedule with others; work remotely on off office days	1 in office on rotating schedule with others; work remotely on off office days	2 in office	To Be Determined based on lessons learned from previous phases Remote Allowed
<b>Administrative (Quality)</b>	Remote	Remote	Remote	Remote	Rotating in Office as needed	To Be Determined based on lessons learned from previous phases
<b>Administrative (Provider Network/ Compliance)</b>	Remote	Remote	Remote	Remote; Rotating in Office as needed	Remote; Rotating in Office as needed	To Be Determined based on lessons learned from previous phases
<b>Administrative (UM)</b>	Remote	Remote	Remote	Remote	Remote	Remote
<b>Crisis/ Prescreen</b>	Remote	Remote	Remote	Remote (audio or visual) Face to Face as needed	Remote (audio or visual) Face to Face as needed	Face to Face as needed Remote (audio or visual)

<b>Access</b>	1 staff on rotation; others remote	1 staff on rotation; others remote	1 -2 staff, social distancing, on rotation; others remote	1-2 staff, social distancing on rotation; others remote	1-3 staff social distancing, on rotation; others remote	To Be Determined based on lessons learned from previous phases
<b>Med Clinic-SHOP</b>	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)
<b>Med Clinic- HSB</b>	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)	RN and Primary Clinician determine best option (tele, in person)
<b>Med Clinic-Bangor</b>	RN call for status and renewals; injections and urgent needs face/face Dr remote contact PRN	RN call for status and renewals; injections and urgent needs face/face Dr remote contact PRN	RN call for status and renewals; injections and urgent needs face/face Dr remote contact PRN – Dr onsite to confer with RN	RN, Primary clinician, scheduler confer re status and renewals; injections and urgent needs face/face, Dr remote contact PRN – Dr onsite to confer with RN and select face/face schedule	RN, Primary clinician, scheduler confer re status and renewals; injections and urgent needs face/face; Dr remote contact PRN – Dr onsite to confer with RN and select face/face schedule	To Be Determined based on lessons learned from previous phases

<b>Psychiatric</b>	1 Psychiatrist Rotation Remote	1 Psychiatrist Rotation Remote	1 Psychiatrist Rotation Remote	1 Psychiatrist Rotation Remote	Up to 2 Psychiatrists Rotation	To Be Determined based on lessons learned from previous phases Remote Continued to be offered
<b>Outpatient Therapy, PPOP</b>	Remote	Remote	Remote	Remote	2-9 Clinicians Social Distanced, masks, Remote Continues some face to face	To Be Determined based on lessons learned from previous phases; Remote and Face to Face offered
<b>SUD Outpatient Therapy</b>	Remote	Remote	Remote	1 in office as needed Remote as possible	1 -3 in office as needed; Remote as possible	To Be Determined based on lessons learned from previous phases
<b>SUD Prevention</b>	Remote	Remote	Remote	Remote	Remote, 1-2 in office as needed	To Be Determined based on lessons learned from previous phases
<b>Groups (CLS)</b>	Remote	Remote	Remote	Remote	Small Groups (6 or less)	To Be Determined based on lessons learned from previous

						phases. Groups limited to 6 in regular group room; Larger in board room.
<b>Wraparound</b>	Remote	Remote	Remote	Remote Face to Face in home as needed	1 -2 in office rotation as needed; Remote as possible, face to face with PPE	To Be Determined based on lessons learned from previous phases
<b>CSM (case management)</b>	Remote	Remote	Remote	Up to 2 staff on site, rotating. Face to Face limited. 1 staff in an office at a time (no shared office work)	Remote offered; 2-4 staff at HSB on rotation as needed. 1 staff in an office at a time	To Be Determined based on lessons learned from previous phases
<b>Homebased CM/Therapy</b>	Remote	Remote	Remote	Remote Face to Face in home as needed . 1 staff in an office at a time	1 - 4 at HFRC on rotation as needed; Remote as possible. 1 staff in an office at a time	To Be Determined based on lessons learned from previous phases
<b>Elder Services</b>	Remote	Remote	Remote with very minimal face to face	Remote when possible; staff rotation in office; face to face as needed	Remote when possible; staff rotation in office; face to face as needed	To Be Determined based on lessons learned from previous phases,

<b>Bangor Health Center including E3 (Elem Site)</b> <b>*In accordance with school guidelines*</b>	Remote	Remote	Remote	Max 2 staff – BHC site; 1 staff – Elem Site; others remote	Max 2 staff – BHC site; 1 staff – Elem Site; others remote	To Be Determined based on lessons learned from previous phases
<b>HOPE</b>	Remote services, 1 person in HOPE at a time, food delivery to members	Remote services, 1 person in HOPE at a time, food delivery to members	Remote services, 1 person in HOPE at a time, food delivery to members	Remote services, 1 person in HOPE at a time, food delivery to members	Up to 3 staff, 7 members at HOPE with masks & social distancing, Remote services when possible, food delivery to members	To Be Determined based on lessons learned from previous phases
<b>LINCS</b>	Remote; continued service those in same household; food delivery	Remote; continued service those in same household ; food delivery	Remote: 1:1 staff PRN urgent needs as approved w/ PPE; 1-2 staff on site rotation and PRN	Remote: 1:1 staff only as needed for urgent needs w/ PPE (gradual increase in number); 1-3 staff on site rotation and PRN	1:1 staff as needed w/ PPE, gradual increase; groups up to 4 w/PPE and social distancing; depends on transportation; Small groups begin with Public Transit supervisor on site 2-5 days/week	1:1 and group services – To be determined based on lessons learned from previous places.
<b>Recovery Court</b>	Remote	Remote	Remote.	1 staff on site at a time. Limited face to face other services remote	Remote offered; 1-2 staff in office if needed, otherwise remote	To Be Determined based on lessons learned from previous phases



<b>Employment Services</b>	Remote; face/face for urgent need for essential employment; cleaning crew w/ PPE and social distancing	Remote; face/face for urgent need for essential employment; cleaning crew w/ PPE and social distancing ; Lawn crew staff only	Remote; face/face for urgent need for essential employment; cleaning crew w/ PPE and social distancing; Lawn crew add clients w/ PPE and Social Distancing	Remote; face/face for urgent need for essential employment – increase numbers; cleaning crew, increase to 2x/day HSB; Lawn crew add clients No skill building groups	Remote; face/face for ongoing need for essential employment – increase numbers; cleaning crew 2x/day ; Lawn crew w/ clients w/ PPE and Social Distancing; Start job development 1:1; group skill building max 3	To Be Determined based on lessons learned from previous phases Remote Continued to be offered Supervisor on site full time; direct care staff full time on site, others on rotation; Remote continue to be offered.
<b>Skill Building; Saving Timbers, Classes, Recycling</b>	Remote	Remote	Remote	Remote	Small group max 5 -ST; Max 4 recycling; Max 4 classes – depends on transportation.	To Be Determined based on lessons learned from previous phases
<b>FSS</b>	Remote	Remote – 1 staff on site PRN	1:1 staff as needed; all others remote	Staff rotation; therapy remote when possible; 1:1 staff	Staff rotation; Only 1 in shared office; therapy remote when possible; 1:1 staff	To Be Determined based on lessons learned from previous phases.
<b>Autism Testing</b>	Not occurring	Not occurring	Not occurring	Not occurring	Provide onsite:2 per week from parent for ages 1-4; ages 5+ parent waits in car.	To Be Determined based on lessons learned from previous phases, remote services offered

<b>CSDD Supports Coordination</b>	Remote – 1-2 staff 1 days/week due to connectivity issues; face/face w/ issues	Remote – 1-2 staff 1-2 days/week due to connectivity issues; face/face urgent issues	Remote – 1-2 staff 1-2 days/week due to connectivity issues; face/face urgent issues	Remote – 1-2 staff 1-2 days/week due to connectivity issues; face/face urgent issues	Remote offered; on rotation as needed. 1 staff in an office at a time. Access to other sites as scheduled	To Be Determined based on lessons learned from previous phases.
<b>CSDD Clinicians (OT, Behavior Specialist, Therapy)</b>	Remote – Face/face urgent needs only	Remote – Face/face urgent needs only	Remote – Face/face urgent needs only	Remote – Face/face urgent needs only	Remote – Face/face as scheduled and approved	To Be Determined based on lessons learned from previous phases, remote services offered
<b>ACT/STEPS</b>	Remote if possible	Remote if possible	Remote if possible ; Face to face as needed by supervisor and Nurse only	Meetings virtual. Work remote when possible; Face to face as needed by supervisor and Nurse. 1 staff in an office at a time	2-4 on site, rotating. Face to face as needed w/ PPE. 1 staff in an office at a time. Transport as indicated w/ PPE. Remote offered.	To Be Determined based on lessons learned from previous phases, remote services offered
<b>MICA</b>	Remote	Remote	Staff on site as needed with PPE; ACT contacts, med review with PPE & social distancing as needed; no transport	Meetings virtual. Work remote when possible; Face to face as needed. 1 staff in an office at a time. Transport in urgent situations w/ PPE	2-4 on site, rotating. Face to face as needed w/ PPE. 1 staff in an office at a time. Transport as indicated w/ PPE	Return to office Remote offered