

Category:	Workplace	<p style="text-align: center;">INCA Community Services</p> 
Sub Category:	Health and Safety	
Effective Date:	05/2020	
End Date:	12/20	
Forms:	Health Survey	
Responsible:	Program Directors, Human Resource Manager, Executive Director, Management Staff	

COVID-19 Reopening Policy

Purpose

On January 31, 2020, Health and Human Services Secretary Alex M. Azar II declared a public health emergency (PHE) for the United States to aid the nation’s healthcare community in responding to COVID-19. On March 11, 2020 WHO publicly characterized COVID-19 as a pandemic. On March 13, 2020 the President of the United States declared the COVID-19 outbreak a national emergency. The purpose of this policy is in direct reflection of these issues.

Policy

This policy includes the measures the agency is actively taking to mitigate the spread of COVID-19. Employees are required to follow all the rules within this document diligently in order to sustain a healthy and safe workplace in this unique environment. It’s important all employees respond responsibly and transparently to these health precautions. All private health and personal data is treated with high confidentiality and sensitivity. This policy is a three-phased approach to open INCA Community Services to its full capacity.

COVID-19 Return-to-Work Policy is susceptible to changes with the introduction of additional governmental guidelines. If so, INCA will provide updates to all employees as soon as possible by email, text, direct contact, or link on the agency website (incacaa.org/covid19).

Employees will be trained and demonstrated on the safety measures that are being implemented to protect from further spread of COVID-19. All employee safety concerns will be taken seriously and investigated without retaliatory action against the employee(s) who make such claims in good faith.

Phase One

Phase One - Employees

- Return to work will commence in stages.
- Continuation of encouraging remote work and telework whenever possible and feasible.
- Common areas where personnel are likely to congregate and interact will have strict social distancing protocols.
- Non-essential business travel will still be prohibited unless otherwise approved.
- Staff who are a vulnerable population will continue to work from home.
- Virtual meetings will continue for staff meetings.
- Individuals that are considered to be an adult over the age of sixty-five (65) and/or a person of any age who has a serious underlying medical condition(s), collectively referred to as “vulnerable individuals” will exercise special accommodations when necessary.
- All clients must wear face masks when present in any INCA facility.

- Staff must take their temperature every day upon entering the building.

Phase One - Customers

- Signage will remain in place for customers to call in to receive services if possible.
- If staff are required to let the customer in they will follow the guidelines set in place.
 - The public will be required to wear a mask.
 - Stay in designated areas.
- The public will not be permitted use of bathrooms.

Phase One - Contractors, Service Personnel, and Deliveries

Contractors and service personnel are essential to the operations of the agency. When needed they will be contacted to perform services. All contractors coming from areas in which COVID-19 cases are confirmed or having been in areas with confirmed cases should adhere to the following:

- Notification of work must be given 24 hours in advance to the personnel scheduling the work to be done.
- If work can be done after hours it must be. Keys can be given to contractors by the designated staff person on site in each of the counties.
- If work cannot be done while there is no staff in the building the following guidelines must be adhered to at all times:
 - Must practice social distancing.
 - Wash hands and use hand sanitizer regularly throughout the duration of their service.
 - Do not come in contact with any staff.
 - Communicate by telephone or at appropriate social distancing designated personnel.
 - Clean areas they have touched thoroughly before leaving.

Staff members who are responsible for the contact should ensure the office or area they worked in is cleaned and sanitized after their departure. All staff should adhere to all rules set forth for any type of contact with people during this pandemic.

Deliveries should be handled outside the agency doors. No delivery person should enter the building. All boxes should be left outside the front door, the driver must knock on the doors, use the bells, or call the office for a staff member to come to the door and give their name. If they require a signature use best cleaning practices before handling pens pads.

Phase Two

Phase Two - Employees

- Continuation of encouraging remote work and telework whenever possible and feasible.
- Continue to close common areas where personnel are likely to congregate and interact, or enforce moderate social distancing protocols.
- Employees may resume non-essential business travel as needed but are encouraged to not exceed limitations and make smart decisions regarding travel. Travel must be approved by their director supervisor or program director.
- Continue to consider special accommodations for workers who are members of a vulnerable population.
- Employees must continue to adhere to strict protocols regarding hygiene.
- Social distancing protocols remain in place and should be followed diligently.
- When staff are meeting with customers/clients, staff are required to wear PPE.
- After touching any paperwork passed between customer/clients and staff, staff must use proper hand sanitation procedures.
- Everything will be wiped down after each visitor exiting, including door handles on both sides.
- Staff must take their temperature every day upon entering the building.

Phase Two - Customers

- Only one person at a time will be allowed in the designated lobby area.
- Customers will be required to wait outside for their turn.
- If customers enter the building the following guidelines are set in place.
 - When visitors enter the building they must complete proper hand hygiene and wear a face mask during the duration of their visit; all provided by INCA.
 - Paperwork will be completed by INCA staff.
- The public will not be permitted use of the bathrooms.

Phase Two - Contractors, Suppliers, and Deliveries

Continue to follow procedures established in Phase One.

Phase Two - Head Start and Early Head Start Employees

Effective June 1, 2020 all Head Start and Early Head Start staff will return to a 40-hour work week without Administrative Leave. A combination of on-site and remote job duties will be assigned. All work schedules must be approved and documented by management.

Phase Three

INCA will continue placing the safety and health of our employees, customers, and general public to prevent the spread of infectious diseases such as COVID-19. Once the state of Oklahoma announces no evidence of a rebound of COVID-19 cases, the leadership team will implement further precautions for availability and access to services and INCA will enter Phase Three. During this employees and clients can resume unrestricted staff and job functions in all locations. All employees interactive with vulnerable populations will continue to be diligent regarding hygiene, limited social distancing protocols will continue to be enforced, and all of INCA locations will adhere to standard sanitation protocols. Temperature checks upon entering the building will continue until deemed unnecessary by leadership staff.

Clothing Banks

Clothing banks operated by the RAVE Program, please see the [RAVE COVID-19 Return to Work Policy](#).

Clothing banks operated by INCA will open during Phase 3.

Social Distancing and Protective Equipment**Social Distancing**

Social distancing is a public health and safety intervention used to reduce the likelihood of transmitting communicable diseases. Social distancing involves minimizing exposure to infected individuals by avoiding large public gathering venues, adhering to spacing requirements in the workplace and following proper personal hygiene practices. All employees will participate in social distancing until further advised.

- Adhere to public health hygienic recommendations by washing your hands after touching commonly used items or coming into contact with someone who is sick.
 - Proper hand washing involves scrubbing hands for at least 20 seconds with soap and water.
- Avoid touching your face, nose, and mouth and avoid rubbing your eyes.
- Practice proper coughing or sneezing etiquette.
- Properly dispose of anything that comes in contact with your mouth such as tissues or plastic eating utensils.
- Avoid coming in contact with individuals displaying symptoms of illness.
- Avoid congregating in large public venues such as theaters or sporting events.

Protective Equipment

Employees will be provided gloves and masks for wearing to aid in their personal protection. These materials will be delivered to the four primary county offices. This equipment should not take the place of other preventive interventions, such as proper hygiene practices. Individuals with compromised immune systems will consult their personal physicians to assess their safety and will be handled on a case by case basis.

Cleaning Steps

- Wash your hands frequently with warm, soapy water for at least 20 seconds.
- Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
- Avoid people who are sick with respiratory symptoms.
- Clean frequently touched surfaces.
- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
- Vehicles and areas where outside personnel are coming in contact with need to be cleaned every 2 to 3 hours each day with disinfectant.
- All common areas are subject to routine daily sanitization.

Electronic Signature

An electronic signature is a paperless method used to authorize or approve documents which indicates that a person adopts or agrees to the meaning or content of the document. During the pandemic electronic signatures may take the place of actual signatures on all documentation throughout the agency unless otherwise specified by a grantee or funder.

COVID-19 Health Survey

Employees will be surveyed everyday before work commences to determine if they are eligible to work. The survey should be completed by every employee entering the office and taken by a designated person in the facility. Employees who have contributed in or display the following actions should be self-quarantined for 14 days and unable to return to work:

- Have had a fever (100.4 F or higher) in the past 24 hours.
- Have had signs or symptoms of acute respiratory illness such as a cough, shortness of breath, fever, chills, repeated shaking with chills, muscle pain, sore throat, or a new loss of sense of taste or smell.
- Have been in contact with someone with a confirmed diagnosis of COVID-19 within the last 14 days.
- Have traveled internationally or to countries with widespread sustained COVID-19 within the last 14 days.
- Have been at an event with a group of more than 10 people in the last 3 days.

Employees who answer yes to any of the questions on the survey must immediately report to their direct supervisor for questioning and determination of eligibility to work.

Supervisor Instructions:

If the employees answer is yes to the first two questions the employee will be sent home to self-quarantine immediately. Appropriate COVID-19 leave will be used.

If it is determined that the potential of exposure is strong on the answers to the last four questions the employee will be sent home to self-quarantine immediately. Employees will be allowed to use appropriate COVID-19 leave.

Employees will be informed about the COVID-19 Emergency Paid Sick Leave and if they qualify will be

allowed to use it starting April 1, 2020. The EPSL will be used first before any other leave if they have a qualifying factor.

Employees who are unable to return to work for a period of 14 days will again be surveyed at the end of their 14 day quarantine. If they answer yes to any of the questions and a threat of possible infection appears they will not be allowed to work.

Each determination will be made on a case by case basis. If employees can justify their travel with good cause and show they have not had a possible contact with someone with COVID-19 they can continue working.

Questions regarding eligibility should be directed to the Program Director and/or Human Resource Manager.

Employees who fail to accurately record and complete the health survey could face disciplinary action up to and including termination.

Leave

Refer to [COVID-19 Policy](#) for leave information.

Vacation

Employees who choose to take a vacation during COVID-19 must use Annual Leave. The use of Sick Leave and/or Administrative Leave for vacation is prohibited. Please review the [Annual Leave Benefit](#) policy for further information.

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.