

**YCCAC Preparedness and Response Plan
 for COVID-19**

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1. Purpose

The purpose of this plan is to prepare and respond to possible COVID-19 cases or a COVID-19 pandemic in Southern Maine or contiguous areas. The Plan reflects our strong concern for the health and safety of our patients, clients and, of course, our staff. The Plan is informed by local, state, and federal health and program area authorities, which are the source of the latest information and most up to date guidance on preparedness and response. This Plan will be updated as needed.

The goals of the Plan are to:

1. Continue to provide essential services to our clients and patients, and maintain the business continuity that is necessary to do that, and
2. Maintain the health and safety of our clients/patients, staff, and the community.

Because of its role in the health system’s response to COVID-19, Nasson has its own preparedness and response plan.

2. Assumptions

- The general public, including our clients, may receive incorrect or conflicting information about COVID-19.
- Things will move quickly.
- The disruption to operations can come from several possible areas: ill staff/clients, fear of infection by staff/clients, and steps mandated or recommended by officials to prevent the disease’s spread (e.g., large scale self-isolation)
- Some staff who are ill may have concerns about staying home because they don’t have PTO.
- If one or more staff person or client tests positive, YCCAC staff as a whole, at a particular location or in a specific office area may be subject to self-isolation for an extended period.
- Large-scale emergency may disrupt schools making it challenging for staff to report to work.
- Communication may be challenging, particularly if messaging changes.
- Guidance on response and management of the disease may change frequently and/or be inconsistent.

- Resources such as Personal Protective Equipment (PPE), sanitizer, cleaning agents, IT supplies, etc may be limited.

3. Roles

- The Executive Director will formally activate the plan
- The Executive Director and Deputy Director will co-lead Plan development and implementation.
- The Chief Financial Officer will lead the fiscal response
- The Department Directors will be responsible for developing and implementing this Plan at the Department level, consistent with agency policy and guidelines on client services and staff practices.
- The Chief Information Officer will lead IT and data security response.
- The HR Director will lead the HR response, including policies and questions regarding staff working from home, PTO, FMLA, illness, etc.
- The Communications Director will lead internal communications and coordinate external communications
- The Facilities Manager will lead facilities response. The WIC Department Director will support supplies response.
- The Nasson Clinical Nurse Manager will provide guidance on health related
- The Coronavirus Response Group will support the Plan's implementation (Executive Director, Chief Financial Officer, Deputy Director, Chief Information Officer, HR Director, Communications Director, and Facilities Manager).

4. Continuity of Program Operations

- a. Department-specific aspects of the Plan designed to continue program operations will be developed by Department Directors, based on the above assumptions and guided by the following planning questions. This planning will be done in close coordination with IT. These plans will be revised as needed during the incident.
 - If the services your Department provides involves face to face contact with clients or other risk of exposure, is there a way to reduce that risk (e.g., providing services over the phone)? What would it take to do this?
 - If a critical mass of your staff are unable to attend work, how would you maintain essential business functions (e.g., can you use cross-trained staff to provide coverage)? How might you triage services/prioritize clients if you have reduced staff capacity (or, for Admin staff, how would you prioritize Department functions)?
 - If needed, can your staff perform their work functions from home? What would it take to do this?
 - What communication do you think should be shared with your Department's clients? When and how?
 - Identify Department-specific supplies that might be in short supply if there is an epidemic.
 - For programs whose revenue is based in some way on productivity, anticipate possible impact of the pandemic on revenue and identify areas to monitor (e.g., patients postponing dental appointments, clients canceling CDS rides)
- b. **Essential Supplies**
 - i. We will centralize inventory management and purchasing for essential COVID-19 related supplies (e.g., laptops, printers, cell phones, masks, sanitizer, toilet paper, cleaning materials)
 - ii. We may need to prioritize allocation of COVID-19 essential supplies where necessary due to limited supplies

5. Human Resource Considerations

- a. We anticipate that the pandemic will create unique HR challenges for staff and the agency, including the following. These will be included in YCCAC's Employee Handbook, as appropriate.

- b. Employees working remotely: During the pandemic, YCCAC may require certain staff to work from home in order to meet urgent client needs and/or to ensure business continuity. This includes the ability to provide telehealth services for our community health center patients in accordance with HRSA requirements. Staff may work from home only if they are requested by the agency and must adhere to YCCAC's COVID-19 Work From Home Policy.
- c. Transfer of staff to other programs: We anticipate that during the pandemic the demand for service will decrease in some areas and will increase in others. In addition, staff illness may lead to a shortage of staff in some areas. Accordingly, in order to meet demand and provide continuity of services, YCCAC may delegate and permit the transfer of staff to other programs.
- d. Employees on Administrative Leave: We anticipate that the pandemic will lead to reduced operations in certain Departments. Accordingly, certain staff may be asked to take Administrative Leave, if authorized by the appropriate funding source(s). During this period, staff will remain employed at YCCAC and receive full compensation for their current scheduled hours, including benefits. Staff will be expected to remain available to conduct employment related functions if needed, and not to engage in employment elsewhere in a way that would conflict with their current scheduled hours.
- e. Employees on Furlough: In cases where Administrative Leave is not authorized by a funder or is otherwise not appropriate, YCCAC may choose to ask certain staff to go on Furlough, the terms and conditions of which will be determined on a case by case basis.
- f. Lay Offs: We anticipate that reduced operations in certain Departments resulting from the pandemic may lead to the need to lay off certain staff. We will undertake this thoughtfully and in a way that maximizes available state and federal resources for impacted staff.
- g. Sick and leave time: YCCAC will follow the sick and leave policies as set forth in YCCAC's Employee Handbook. In addition, YCCAC will offer any additional paid or unpaid sick and/or leave time developed by the state or federal government in response to COVID-19, consistent with the law and Department of Labor guidance.

6. Fiscal Considerations

- a. YCCAC's Fiscal business continuity practices are contained in our Administrative and Financial Procedures Manual, which is incorporated in this Plan by reference.
- b. During the pandemic, YCCAC maintains the authority to determine all reasonable, allowable, allocable and consistent costs while maintaining a financial management system in accordance with 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, Government Auditing Standards, and the Maine Uniform Accounting and Auditing Practices for Community Agencies (MAAP).

7. Communication

- a. **Communicate with YCCAC staff so they remain fully informed**
 - i. Frequent posts on BB related to virus and agency response
 - ii. Make sure all staff are able to receive BB posts
 - iii. Create a Coronavirus tab on the BB
 - iv. Identify staff-wide communication tool to use to reach staff who are at home working, caregiving, etc.
- b. **Communicate with clients/patients (public health role and about impact on YCCAC's services)**
 - i. Provide clients/patients with information related to the virus , agency response and community resources
 - ii. Create Coronavirus page on YCCAC web site
 - iii. Use newsletter and social media as needed
 - iv. Create handouts for clients
 - v. Department-specific communication plans about YCCAC's impact of COVID-19 on program services, coordinated through Brad Bohon

8. Infection Control

a. Specific practices on infection control

- i. YCCAC will issue specific practices related to infection control from time to time as appropriate. For current guidance on **Approach for Providing In Person Service & Working from Home** (May 15, 2020) see Attachment A.

b. Employee Infection Control

- i. For current practices on Employee Infection Control see Attachment B.

c. Client Infection Control

- i. For current practices on Client Infection Control see Attachment C.

Approach for Providing In Person Service & Working from Home

Context

Our plan is based on the following assumptions about the next 12-24 months:

- The health and social impacts of COVID-19 will be present in the community for at least 12 - 18 months
- The longer the impacts of COVID-19 are felt, the deeper and longer the recession will be
- The need for our services will increase across many areas related to people struggling to make ends meet
- People who are not used to seeking help or accessing our services will need them
- Clients and patients will continue to exercise caution in seeking in person services
- The shift to virtual services will continue
- Essential COVID-19 related supplies such as PPE will be in short supply, both through the Maine CDC (for Nasson) and through vendors (for other YCCAC programs)
- There will be a continued change in the norm for working from home

Sample guidance documents:

- [The Governor's Stay Safer at Home Order](#),
- [The Governor's guidance for restarting Maine's economy](#),
- [The Department of Economic & Community Development's \(DECD\) COVID-19 Prevention Checklist framework, and](#)
- [OSHA's Guidance on Preparing Workplaces for COVID-19](#)

Plan

1. Public Access to YCCAC Offices

- YCCAC offices will remain closed to the public through at least June 30 (except Nasson and possibly Head Start classrooms starting in June)
- If offices are re-opened, public access will be limited to defined areas.
 - Members of the public who enter a YCCAC office or program space must will comply with either agency (e.g., Spruce Street) or program (e.g., Nasson, Head Start) health safety guidelines, which will be based on CDC guidelines (e.g., temperature check, mask wearing)
 - Appropriate meeting space will be created for in person office visits.
 - Detailed guidelines will be developed before offices are opened to the public.

2. In person service

- Where possible, requests for service should continue to be met by phone or other virtual device. If a client cannot be served by phone or other virtual device, staff will refer the matter to their supervisor.
- Several programs and services may require at least some component of in person service because of their nature or client need.
- At this time, in person service will not be conducted in YCCAC's offices.
- These programs will use guidance from the DECD or appropriate governing agency to develop program-specific practices for providing safe in person service. Practices will likely include engineering controls (e.g., installing Plexiglas barriers), administrative controls (e.g., on site screening (temperature checks, screening questions), social distancing), and the use of PPE.
- Programs providing in person service will meet the standards necessary to obtain and display a DECD 'COVID-19 Prevention' badge.

- Where possible, clients receiving service in person will sign waivers related to COVID-19
- 3. Client Screening For In Person Services
 - Phone screening: In those cases where in person service is necessary, where possible staff will conduct a pre-visit phone screening based on the following elements:
 - General education on COVID-19 (public health role)
 - In general, clients who are ill should not use YCCAC's services until they are well.
 - Specifically, clients who have flu-like symptoms (fever, congestion (either in the nasal sinuses or lungs); runny nose; cough; sore throat; body aches and fatigue) or symptoms of COVID-19 should not use YCCAC's services and should consult a medical professional (mention Nasson).
 - Clients who have travelled outside of NNE within the past 10 days must demonstrate that they meet CDC guidance for out of state travel before receiving service.
 - If the screening responses are positive and the client's need is urgent, we will try and meet the need by phone. If this is not possible, staff will consult with their supervisor for alternatives.
 - In-Visit Screening:
 - Where possible, staff will conduct a brief screening before serving clients in person using the above guidelines. Where possible, this will also include a temperature check.
 - Clients who screen positive will not be served in person and will be encouraged to contact their medical provider.
 - Client mailings: Include education information on COVID-19 and YCCAC's screening guidelines.
- 4. Working From Home
 - Staff who are not providing in person service will continue to work from home
 - Staff working from home must do so in accordance with YCCAC's Work from Home Policy.
- 5. Working in the Office
 - Staff may occasionally need to come into the office to print, scan, etc. Departments will coordinate this so no more than one person from each Department is in the office at a time
 - Staff who work in the office will comply with YCCAC's health safety guidelines, which will be based on CDC guidelines. These include:
 - Wearing masks at all times in common areas
 - Maintain social distancing
 - Engage in good hygiene practices
 - Engage in good cleaning and disinfectant practices
 - When we expand the number of staff working in the office, to provide a safe work environment for staff we will use a combination of engineering controls (e.g., installing Plexiglas barriers, work station modifications) and administrative controls (e.g., social distancing, masks, staggered work schedules, virtual meetings, limited inter-office travel, entry screening (temperature checks, screening questions)).

Revised: September 15, 2020

Employee Infection Control

Employee Infection Control

- i. *Promote best practices (good hygiene, social distancing, disinfection, etc)*
 - a. Frequent BB posts
 - b. Post signs agency-wide
 - c. Conduct extra cleaning in public spaces (reception, kitchen, conference rooms, etc)
 - d. Conduct basic hygiene training at events such as lunch and learns
 - e. Implement Department level effort at cleaning work areas (frequently touched surfaces such as door handles, desks, phones)
 - f. Educate staff on the exposure risks, symptoms and prevention of COVID-19 and this Plan.
 - g. Conduct required Covid-19 screenings upon entering work location
- ii. Employees with illness
 - a. Generally, staff who have symptoms of any illness should not report to work or should go home if symptoms develop during the work day
 - b. Staff with flu-like symptoms should go home or be sent home, and let HR know. Flu-like symptoms include: fever of 100.4 degrees or more; shortness of breath; congestion (either in the nasal sinuses or lungs); runny nose; cough; sore throat; body aches and fatigue.
 - i. To return to work from a flu, the individual should be fever free for 24 hours.
 - ii. The work area for staff who went home with flu-like symptoms or COVID-19 symptoms will be cleared based on the CDC guidance chart below.
 - c. Staff who have symptoms of COVID-19 or tested positive should immediately go home, contact their medical professional and let HR know.
 - i. Employees who test positive for COVID-19 or believe they have been infected will be instructed to follow the advice of a qualified medical professional and self-quarantine.
 - ii. Any employee who has tested positive for COVID-19 will be asked to assist with contact tracing. This information will be tracked separately from personnel records, and names will not be released.
 - iii. Depending on the circumstances, management will notify impacted employees if there is a confirmed case of COVID-19 in the workplace.
 - iv. We may elect to close the office for a period up to 72 hours following a confirmed case to allow for natural deactivation of the virus.
 - v. Staff who have tested positive to COVID-19 will be cleared to return to work by HR based on a process determined by the Maine CDC.
- iii. The following chart is a reference guide for different situations related to Covid-19.

YCCAC Staff Covid Quick Reference Chart

Here is a quick reference guide for what to do in different situations related to Covid. Please call Missy if you have any questions.

Missy's phone number: 432-8664 (cell)

Situation	What You Should Do	When You Can Come Back To Work
I have tested positive for Covid	<ul style="list-style-type: none"> a. Do not come to work (or go home immediately) b. Contact your medical professional c. Call Missy who will discuss next steps and leave options d. Engage in self-isolation per CDC guidelines e. The Maine CDC will call you to do contact tracing 	<ul style="list-style-type: none"> a. Call Missy, AND b. At least 10 days have passed since symptoms first appeared, AND c. At least 1 day (24 hrs) has passed since recovery (no fever without the use of fever-reducing medications), AND d. Improvement in symptoms.
<p>I have symptoms of Covid but have not been tested.</p> <p>The symptoms as of September 10, 2020 are listed below. Check the CDC web site for any updates.</p>	<ul style="list-style-type: none"> a. Do not come to work (or go home immediately) b. Contact your medical professional c. Call Missy who will discuss next steps and leave options 	<ul style="list-style-type: none"> a. Call Missy (Nasson staff should consult with their supervisor), AND b. A negative COVID-19 test, AND c. Fever free for 24 hours without antipyretics (Tylenol or ibuprofen). <p>If you choose not to take a Covid test, in order to return to work you must meet the following guidelines:</p> <ul style="list-style-type: none"> a. At least 10 days have passed since symptoms first appeared, AND b. At least 1 day (24 hrs) has passed since recovery (no fever

		without the use of fever-reducing medications), AND c. Improvement in symptoms.
<p>I have had <u>close contact</u> with someone who has tested positive for Covid.</p> <p><u>Close contact</u> is defined as any individual who was within 6 feet of an infected person for at least 15 minutes starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to positive specimen collection) until the time the patient is isolated.</p>	<p>a. Do not come to work (or go home immediately)</p> <p>b. Contact your medical professional</p> <p>c. Call Missy who will discuss next steps and leave options</p> <p>d. Engage in self-isolation for 10 days per CDC guidelines</p> <p>e. You also may be contacted by the CDC</p>	<p>a. Call Missy about returning to work</p>
<p>I have had <u>close contact</u> with someone who is <u>being tested</u> for COVID-19 but does not have the test results yet.</p> <p><u>Close contact</u> is defined in the box above.</p>	<p>a. Call Missy</p> <p>b. Generally, unless the person has received a positive test result, you will continue to come to work as usual. However, depending on the circumstances, in an abundance of caution we may ask you to stay home. If we do, Missy will discuss leave options with you.</p> <p>c. If the person being tested tests positive, then you will proceed as outlined above.</p>	<p>a. If you have been asked to stay home, call Missy before returning to work.</p>
<p>I have had <u>close contact</u> with someone who is <u>symptomatic</u> for COVID-19.</p> <p><u>Close contact</u> is defined in the box above.</p>	<p>a. Call Missy</p> <p>b. Generally, unless the person with possible symptoms has tested positive, you will continue to come to work as usual. However, depending on the circumstances, in an abundance of caution we may ask you to stay home. If we do, Missy will discuss leave options with you.</p> <p>c. If the person is tested, then you will proceed as outlined above.</p>	<p>a. If you have been asked to stay home, call Missy before returning to work.</p>

Symptoms may appear **2-10 days after exposure**. Most patients experience relatively mild symptoms and can recuperate at home, but others, particularly those with underlying medical conditions, may experience more severe respiratory illness. [Learn more about COVID-19 symptoms.](#)

Covid symptoms (as of September 10, 2020)

Signs and symptoms of COVID-19 include:

- | | |
|--|-----------------------------|
| *Cough | *Headache |
| *Shortness of breath or difficulty breathing | *Sore throat |
| *Fever 100.4 degrees or more | *New loss of taste or smell |
| *Chills | *Congestion or runny nose |
| *Repeated shaking with chills | *Nausea or vomiting |
| *Muscle or body aches | *Diarrhea |

iv. Staff who travel

- i. Practices governing staff travel are based on current CDC Guidance:
 1. Staff who travel to another state outside of Maine, which is not considered *Exempt* under Maine’s CDC guidelines, should report those plans to HR.
 2. Staff may return to work after completing travel after either:
 - a. signing and submitting a certificate of compliance to Human Resources that they have received a negative COVID-19 test within 72 hours of their return to Maine, or
 - b. quarantine for 10 days upon arrival in Maine. Employees permitted to telework from home prior to traveling may continue to do so during this quarantine period.
 3. As is the case with any staff who have symptoms of COVID-19, staff who have traveled outside of Maine should go home, contact their medical professional, and let HR know.
- ii. Staff who travel outside of the United States should report those plans to HR. Return to work practices in those cases will be based on Maine and US CDC guidance for the country(ies) in question.
- iii. Travel for work: consult with your supervisor before scheduling travel for work outside of NNE.

Client Infection Control

Client Infection Control

- i. YCCAC's client infection control policy contains four elements: (1) client education about COVID-19 (public health role) (2) serve people by phone where possible, (3) where phone service is not possible, conduct pre-visit screening and in-visit screening for illness, and (4) staff illness prevention measures.
- ii. See **Approach for Providing In-Person Service & Working from Home**, Attachment A above.