

Protections and Protocols for: 245D NON-RESIDENTIAL SERVICES – Personal Support, Respite, Night Supervision, IHFS, ILS, SLS-15

245D Non-residential staff continue to provide essential caregiving services to their clients face-to-face in their clients' homes. These services are not able to be conducted remotely. Services are provided while optimizing PPE and other standard precautions as outlined below to ensure the health and safety of the clients and the staff who provide their services.

HANDLING SICK STAFF

The following policies and procedures are being implemented to assess staff health status prior to entering clients' homes and for staff to report when they are sick and/or experiencing symptoms.

Health Screening/Self-Monitoring/Reporting Policy

Before coming to work and/or entering a client's home, staff are required to take their temperature at home, self-assess their symptoms, and report concerns to Alliance. Staff should contact the Directors of Nursing at 651-895-8030 to make a report. Staff must stay home and report any of the following symptoms that may apply:

- Temp of 100.3 or greater (with or without accompanying symptoms)
- Chills
- Cough
- Shortness of breath
- Sore throat
- Muscle aches
- Headache
- Loss of smell and/or taste

Staff who have self-monitored from home and are symptom free, are to don a cloth face mask before entering their client's home and wash their hands immediately upon arrival before beginning to work with the client. Staff are required to maintain 6 feet of distance from their client as much as possible, except when providing necessary personal care.

If a staff member becomes sick at work, they must leave the client's home immediately. The ill staff must report their symptoms/illness, as required above, and follow MDH quarantine guidelines (listed below).

If a staff's client is sick or showing symptoms, the staff should reschedule the visit and notify Alliance immediately.

Staff have been informed of these protocols through regular correspondence since March 2020.

Returning to Work after Exposure or Potential Exposure

Employees must stay home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. An employee will be permitted to return to work following the conditions that have been set forth per the [Minnesota Department of Health-COVID-19 and When to Return to Work Guidelines](#), which states the following:

- If the exposed employee and/or household member does not show symptoms of COVID-19 ten (10) days after exposure, they can return on the 11th day, or seven (7) days after receiving a negative COVID-19 test; however the test needs to be performed on day 5 or later from the exposure date.
- If an exposed employee and/or household member develops symptoms of COVID-19, they are required to quarantine for fourteen (14) days if no COVID-19 test is taken. If they receive a positive COVID-19 test, they are required to quarantine ten (10) days from onset of symptoms; if asymptomatic, they are required to quarantine ten (10) days from the date of the positive COVID-19 test.
- When you live with someone who has COVID-19, you should quarantine during the time they might be contagious (their isolation period), as well as the time you could develop COVID-19. **This may mean you need to quarantine for 24 days or more.** Your 14-day quarantine period starts the day **after** the last person you live with completes their isolation period. This is usually:
 - 10 days from the day their symptoms started.
 - If they didn't have symptoms, 10 days from the day they got tested.

Who does not need to quarantine?

If you have recovered from COVID-19 in the past 90 days and have close contact with someone with COVID-19, you do not need to quarantine if ALL of the following are true:

- Your illness was confirmed with a positive lab test in the past 90 days.
- You have fully recovered.
- You do not currently have any symptoms of COVID-19.

Vaccination

If someone has completed COVID-19 vaccination (two doses in a two-dose series or one dose in a one-dose series) and is exposed, they do not need to quarantine if ALL of the following are true:

- The COVID-19 exposure was at least 14 days after their vaccination series was fully completed.
- The COVID-19 exposure was within 90 days of their final dose of the vaccination series.
- They do not currently have any symptoms of COVID-19.

Leave Policy

Leave policies promote staff staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.

- Per FMLA, Alliance will provide up to twelve (12) weeks unpaid leave to eligible staff for a variety of reasons related to family and medical care in accordance with state and federal law requirements. Eligible staff are those who have worked for the company at least twelve (12) months and worked 1,250 hours during the twelve (12) months immediately preceding the start of the leave.
 - Should a staff not qualify for FMLA, the Benefits Coordinator will work with them regarding reasonable accommodation and/or leave when needed to ensure that the staff is able to stay home without worry when ill.
- Staff who do not have time off accruals will be permitted to take time off unpaid, when needed.
- 245D Non-residential staff have been encouraged to reach out to Alliance with any concerns or accommodation requests to ensure they feel safe and comfortable while working.

Exposure Notification

Alliance has implemented a policy for informing staff if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time.

- Exposed staff will be notified immediately via phone/email by their supervisor if they have been exposed to a person with COVID-19 at work.
- The identity of the individual with positive COVID-19 will not be released.
- Exposed staff will be sent home and will be required to quarantine as outlined above in the “Return to Work After Exposure or Potential Exposure” section.

Privacy of Worker Health Status

A staff person’s health status and health information is considered private and will be protected by Alliance.

- All staff health information is protected, kept confidential, and not released. Only the Director of Nursing who received the report will be privy to the name of the staff with COVID-19 or COVID-19 symptoms.
- Any information regarding a staff’s health information will be stored outside of the staff’s personnel file in a locked and secured area.

CUSTOMERS, CLIENTS, VISITORS

Alliance’s corporate office is currently operating remotely and closed to our customer, clients, and visitors. All communication with/by our administrative staff occurs through phone, email, or video to ensure the health and safety of our staff, customers, clients, and visitors. 245D Non-residential staff and other field staff are not allowed to enter the building at any time.

While we cannot control who the client permits to enter their home, 245D Non-residential staff are advised to discourage the client from entertaining any visitors during their work shift. If staff is uncomfortable or feels that their health or safety is in jeopardy when in the client's home, the staff may leave the shift and notify Alliance of the situation.

SOCIAL DISTANCING

245D Non-residential staff should maintain a social distance of 6 feet from their client and others in the client's household as often as possible, except when providing personal care. Staff should follow any other client-specific infection control guidelines as directed by the care plan and their client's Service Coordinator.

As mentioned above, Alliance's corporate office is currently operating remotely and closed to the general public to enhance social distancing protocols. 245D Non-residential staff and any other field staff are not allowed to enter the building at any time. See "Mail, PPE Distribution, and Timecards" section for more information about how this affects 245D Non-residential staff.

HYGIENE, PPE, AND SOURCE CONTROL

Basic infection prevention measures and universal precautions are being implemented at our workplaces at all times. Alliance does not have direct control over clients' homes or the individuals living in those homes, however staff are expected to practice good hygiene, wear appropriate PPE, and implement source control measures during their shifts when working with their clients.

If the client is sick or showing symptoms, staff should reschedule the visit and notify Alliance immediately. Staff who are concerned about their own health and safety while in their client's home should contact Alliance immediately to discuss the situation.

Hygiene

All staff are instructed and required to wash or sanitize their hands immediately upon entering the client's home and before they leave. Staff are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout their day/shift, but especially at the beginning and end of their shift, prior to and after any mealtimes, and after using the restroom.

Staff should be encouraging their clients to practice the same hygiene methods for themselves and to reiterate the importance of these practices on a regular basis to ensure health and safety for all.

Personal Protective Equipment (PPE)/Face Masks

Staff are required to wear a cloth face mask that covers their mouth and nose in accordance with Executive Order 20-81. This Executive Order requires everyone—including employees—to wear a cloth face mask in indoor businesses and indoor public spaces. Clients' homes are considered part of our indoor business; therefore, staff must wear a cloth face mask when entering a client's home and for the duration of their shift. Staff may request that a client

wears a cloth face mask during their shift if possible, however we cannot require that client's wear a cloth face mask in their own homes. If the client is sick or showing symptoms, staff should reschedule the visit and notify Alliance immediately.

- Staff are expected to provide their own cloth face masks but will be provided with a cloth face mask by Alliance if they are unable to obtain their own.
- This Executive Order includes exemptions for people who are unable to wear or tolerate a cloth face mask due to medical or mental health conditions or other reasons—such as when wearing a cloth face mask would create a job hazard. There are also situations in which a cloth face mask may be temporarily removed. More information about face covering requirements and exemptions is available on the MDH website at Facemasks and Personal Protective Equipment (PPE) Webpage (<https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks>). Staff must contact Alliance if they feel that this exemption may apply to them.

Source Controls

- Staff are instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing (even when wearing a mask), and to avoid touching their face, particularly their mouth, nose, and eyes, with their hands.
- Staff are expected to dispose of tissues in proper trash receptacles and wash or sanitize their hands immediately afterward.
- Training on respiratory etiquette has been communicated via email memos to staff.
- Staff are expected to keep their food individualized and not share any food or drinks with clients or other members of the client's household.

WORKPLACE VENTILATION

Alliance does not have control over a client's home or ventilation system. Staff are instead required to wear a cloth face mask and follow proper social distancing protocol. When possible and appropriate, staff may encourage clients to open their windows, or complete a portion of their visit outdoors (ie. in the backyard, or going for a walk) to increase exposure to fresh air.

ACCESS AND ASSIGNMENT

New client intakes are communicated by the Service Coordinator via phone or email.

- All 245D Non-residential staff assignments/schedules are managed independently by the client and/or responsible party.
- It is the responsibility of the client and/or responsible party to cancel or reschedule shifts due to client COVID-19 symptoms or positive diagnosis.

TRAINING REQUIREMENTS

All newly hired 245D staff must go through orientation/training with their client's service coordinator before they can start working with their client. Whenever possible, the service coordinator is completing this orientation/training via zoom.

If that is not possible, the service coordinator will go to the client's home and complete the orientation/training in person while wearing a cloth face mask and maintaining social distancing from all members within the household. The service coordinator will sanitize their hands before and after leaving the home and follow the other above Infection Control procedures.

All other required training is completed via packets that staff complete on their own and fax/scan back to Alliance.

CLEANING, SANITIZING, and DISINFECTING

Again, Alliance does not have control over a client's home environment, however memos have been sent out to clients and/or their responsible parties with information regarding the importance of keeping a clean and sanitized environment for the safety of themselves and their staff. Staff are expected to assist with this protocol when working with their clients (ie. disinfecting kitchen areas before and after meal prep, and cleaning/sanitizing all areas that they touched during their shift before leaving, etc).

Staff should contact Alliance if they have questions or concerns regarding the safety of their work environment.

MAIL, PPE DISTRIBUTION, and TIMECARDS

Mail and Package Service

Alliance's office is currently closed to the public but we do allow drop off and pick-up for mail and packages. Staff may continue to send correspondence to Alliance via mail if they are unable to email or fax.

Timecards

Alliance no longer accepts timecards via drop off at the office. Staff should submit timecards in one of the following ways:

FAX: 651-895-8070

EMAIL: Payroll@alliancehealthcare.com

MAIL: 2260 Cliff Road
Eagan, MN 55122
Attn: Payroll Department

Employment Applications

Alliance no longer accepts employment applications via drop off at the office. Staff should submit employment applications in one of the following ways:

FAX: 651-895-8070

EMAIL: HR@alliancehealthcare.com

MAIL: 2260 Cliff Road
Eagan, MN 55122
Attn: HR Department