

Protections and Protocols for: MENTAL HEALTH PRACTITIONERS (MHP)

At this time, Alliance's MHPs are currently working a blend of telehealth and in-home visits based off of client needs. A majority of client visits and meetings are currently being conducted through telehealth options (phone and video) with a limited number of in-home visits with client's who are unable to receive services via telehealth to ensure the health and safety of the client and the MHP who is providing their services.

The office building our MHPs generally work from has remained locked and closed to the public since April 1st, 2020. The following portion of this plan applies to MHPs who may occasionally gain access to the building as needed and MHPs who are providing in-home visits.

HANDLING SICK EMPLOYEES

The following policies and procedures are being implemented to assess employees' health status prior to entering the office building and/or entering a client's home and for employees to report when they are sick and/or experiencing symptoms.

Employee Health Screening/Self Monitoring/Reporting Policy

Before coming to work and/or entering a client's home, employees are required to take their temperature at home, self assess their symptoms, and report concerns to Alliance. Employees should contact the Directors of Nursing at 651-895-8030 to make a report. Employees 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

Employees who have self monitored from home and are symptom free, are to don an appropriate cloth mask for the visit before entering their client's home and wash/sanitize their hands immediately upon arrival before beginning to work with the client. Employees are required to maintain 6 feet of distance from their client as much as possible.

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

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

Client Health Screening

MHPs will screen each client via a phone call or text before going to their their scheduled visit using pre-approved screening questions to determine symptoms or illness that may be related to COVID-19.

- If a client answers “yes” to any of the screening questions the MHP is expected to reschedule the visit, notify the DONs, and add a collateral note to the client’s file.

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 employees 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 employees for a variety of reasons related to family and medical care in accordance with state and federal law requirements. Eligible employees 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 an employee not qualify for FMLA, the Benefits Coordinator and Director will work with them regarding a reasonable accommodation and/or leave when needed to ensure that the employee is able to stay home without worry when ill.
- Alliance MHP employees working 35+ hours a week are eligible to accrue both PTO and Vacation time. Employees are encouraged to use this time, when needed.
 - Employees who have exhausted or are not eligible for PTO or Vacation will be permitted to take time off, unpaid, when needed.
- MHP employees have been encouraged to reach out to their Director with any concerns or accommodation requests to ensure they feel safe and comfortable while working.

Exposure Notification Policy

Alliance has implemented a policy for informing employees 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 employees 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 employees will be sent home to work remotely (if possible) and be required to quarantine as outlined above in the "Return to Work After Exposure or Potential Exposure" section.

Privacy of Worker Health Status

An employee's health status and health information is considered private and will be protected by Alliance.

- All employee 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 employee with COVID-19 or COVID-19 symptoms.
- Any information regarding an employee's health information will be stored outside of the employees personnel file in a locked and secured area.

CUSTOMERS, CLIENTS, VISITORS:

Visitors at the Office

Alliance's corporate office is currently closed to its customers, clients, and visitors. There are only a small handful of employees who continue to work in the locked building on a daily basis. All other employees work from home remotely. All communication with/by our administrative employees occurs through phone, email, or video to ensure the health and safety of our employees, customers, clients, and visitors.

Visitors are permitted only when no other option can be accommodated and by appointment only.

- Prior to appointments, all visitors will be screened to check for COVID-19 symptoms, close contacts with confirmed cases and quarantined cases, and out of state travel.
- If the visitor or a member of their household is sick or showing symptoms, they must cancel their appointment and reschedule for a later date.
- Customers, clients, and visitors of "high risk" are strongly advised to refrain from coming to the building.
- Any visitor entering our building must wear a cloth face mask (unless unable due to health condition), check in with the receptionist from at least 6 feet away, and will be instructed to promptly wash/sanitize their hands upon entrance and exit of our building.

Any in-office meetings with visitors will occur outdoors whenever possible. Indoor meetings must take place in the large training room as it allows for proper social distancing protocols and is on a separate ventilation system from employee workspaces. Signage is posted on the training room doors to reiterate the social distancing requirements.

- Visitors must be escorted to the training room by the employee who organized the meeting.
- Visitors must be escorted out of the building once the meeting is completed by the employee who organized the meeting.
- Any office spaces and/or equipment that was exposed or used during the meeting will be sanitized and disinfected after use.

Client's Homes

- While we cannot control who the client permits to enter their home MHP employees are advised to discourage the client from entertaining any visitors during their work

visit. If the MHP is uncomfortable or feel that their health or safety is in jeopardy when in the client's home, the MHP may leave the visit and notify Alliance of the situation.

SOCIAL DISTANCING:

MHPs employees and their clients must wear fabric masks at all times and maintain social distancing of 6 feet. Alliance has made masks available to both MHPs and clients if they report they do not have one. Additionally, whenever possible interactions with client should be conducted outside.

As mentioned above, Alliance's corporate office is currently operating remotely and closed to the general public to enhance social distancing protocols.

- MHP employees should work remotely as much as possible, but are allowed in the office as needed. Employees have been encouraged to stagger their work times in office so as to avoid too many employees in one area. Employees should remain 6 or more feet apart in their own, private, workspaces to ensure social distancing and sanitize their own workstations. Any MHP employee coming to work in the office must familiarize themselves with the "Administrative Preparedness Plan" and follow those protocols while working in the office.

HYGIENE 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 employees are expected to practice good hygiene, wear appropriate PPE, and implement source control measures during their visits when working with their clients.

If the client is sick or showing symptoms, MHP employees should follow directives in the "Client Health Screening" section above and notify Alliance immediately. Employees who are concerned about their own health and safety while in their client's home should contact Alliance and/or their supervisor immediately to discuss the situation.

Hygiene

All employees and any permitted visitors entering the office building are instructed and required to wash or sanitize their hands immediately upon entering the building and before they leave the building. Employees are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the visit, but especially at the beginning and end of their visit, prior to and after any mealtimes, and after using the restroom.

- Signage is posted in all office restrooms with detailed instructions on how to thoroughly and properly wash hands.
- Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at Alliance's main entrance and locations throughout the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

- Employees will be encouraged throughout the visit to wash and/or disinfect hands and will be allowed proper time in the day to accomplish this infection control protocol.

Client's Homes

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

- Alliance provides hygiene/handwashing supplies, as well as PPE via our medical supply distributors or other vendors as items are available.
- The Directors of Nursing are responsible for keeping up to date with current supply levels and making sure all field employees are supplied with adequate PPE and sanitization products.
- Employees and clients have been reminded to avoid touching eyes, nose, and mouth with unwashed hands.
- MHP employees 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

Employees 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. Employees must wear their cloth face mask when entering the building, moving throughout the building, when working within 6 feet of someone else, or when providing in-home services to a client.

- Employees may remove their cloth face mask when working at their desk if they are in a private, unshared workspace.
- Employees 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 face covering due to medical or mental health conditions or other reasons—such as when wearing a face covering would create a job hazard. There are also situations in which a face covering 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>
- Clients' homes are considered part of our indoor business. Cloth face masks should be worn at all times when in the client's home for employee and client safety.
- Employees 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.) It is the

responsibility of the mask's owner to wash/sanitize their own cloth mask according to CDC instructions.

Client's have been requested to wear cloth masks during any in-home visits. If the client does not have a cloth face mask Alliance can provide a face mask, as defined by the CDC.

- For MHP visits, if a client is sick or showing symptoms, the MHP should reschedule the visit, add a collatrol note to the client's file, and notify Alliance immediately.

Source Controls

- Employees 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.
- Doors to access the bathrooms have been equipped with a touch free toe-pull and toe-kicks to allow a touch-free entrance/exit.
- Hand towel dispensers have been replaced with touchless models.
- Touchless trash receptacles are located in each bathroom and other communal areas to ensure sanitary measures may be met.
- Employees are expected to dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward.
- Respiratory etiquette is demonstrated on posters and signage and supported by making tissues and trash receptacles available to all employees and any other persons who may be permitted to enter the workplace. Additionally, training on respiratory etiquette has been communicated via email memos to staff.
- Employees are expected to keep their food individualized and not share any food or drinks.
- Employees are expected to keep their food individualized and not share any food or drinks with clients or other members of the client's household.

BUILDING SYSTEMS AND VENTILATION

Operation of the building in which the workplace is located, includes necessary sanitation, assessment and maintenance of building systems, including water, plumbing, electrical, and heating, ventilation and air conditioning (HVAC) systems.

The building's mechanical systems have remained in operation during this time as we have only had a select few employees working in the office. Alliance provides regular required maintenance on its building systems.

There are certain areas of the building that are on separate ventilation routes. Isolated office spaces on these separated ventilation routes will be utilized if needed should an employee become sick while at work and cannot leave the building right away.

Any necessary office meetings will also be conducted in these separately ventilated areas if needed.

The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited, and ventilation systems are being properly used and maintained.

The employees who are working in the building are at least 6 or more feet apart in their own private workspaces to allow for social distancing and to prevent air flow from blowing across people to others.

Client's Homes

Alliance does not have control over a client's home or ventilation system. Employees are instead required to wear proper PPE and follow social distancing protocol. When possible and appropriate, employees 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 Treatment Director to the MHP staff via email. Employees coordinate cancelled or rearranged visits if necessary due to symptomatic or positive COVID-19 clients.

CLEANING, SANITIZING, and DISINFECTING

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, delivery vehicle, shared spaces, and areas in the work environment, including restrooms, break room, meeting/training rooms, and the front desk. Frequent cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, railings, copy machines, fax machines, etc.

- A daily and weekly cleaning schedule and checklist is utilized to ensure all areas are cleaned and disinfected by designated maintenance staff, including restrooms, common areas, shared electronic equipment, and high touch areas such as door knobs, light switches, railings, countertops, etc.
- Employees are asked to complete regular disinfecting of their office spaces and any shared spaces/items in the office throughout the day after use.
- Personal equipment, tools, supplies, phones, etc. are not to be shared.
- If an employee or other visitor becomes ill, the office and all aforementioned surfaces and areas will be immediately cleaned and disinfected by a designated individual dressed in appropriate PPE.

Appropriate and effective cleaning and disinfecting supplies are available for use in accordance with product labels, safety data sheets and manufacturer specifications, and are being used with required personal protective equipment for the product.

- These products, which meet EPA's criteria for use against SARS-COV-2, are used to disinfect Alliance's building and workspaces.

Client's Homes

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.

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

DROP-OFF, PICK-UP AND DELIVERY (Including Alliance Medical Supply)

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. Per the signage on our entrances, delivery/mail personnel must knock on the door so our receptionist can unlock the door from her work station. The delivery person will be allowed to enter if masked, and then asked to drop-off and/or pick-up mail/deliveries at the far end of the reception counter while maintaining a distance of 6 feet or more from the receptionist. Once the delivery person leaves, our receptionist sanitizes the surface and distributes the mail/packages as appropriate.

Alliance utilizes the loading dock to allow for larger deliveries ensuring social distancing protocol is still maintained.

Distribution of PPE

Alliance provides PPE to select field employees for pick up at our office building.

- Field employees are required to schedule an appointment and call upon their arrival.
- Field employees are not allowed to enter the building.
- To ensure a no-contact pick up, the receptionist will set PPEs outside of the building when the field employee arrives.

Timecards

Alliance no longer accepts timecards via drop off at the office. Employees 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