



CJFS Responsible Re-Opening Plan

PHASE 1: Start Date 6.1.2020

Personal Care Began May 18th (see PC Reboot plan for greater detail)

Care Management & Just Like Family may make in-home client visits, as needed, beginning June 1st. These visits may continue to be done remotely. (see updated In-Home Visit Protocol below)

Food: Senior Grocery Initiative continues monthly (see current protocol). Farmers to Families deliveries continue weekly (see current protocol). Client delivery continues as needed (see current protocol).

PHASE 2: Start Date 6.22.2020

CJFS Office Opens with Rotating Schedule for in-office personnel

Staff has assigned days but are not required to work from the office on assigned days.

Staff should inform supervisor if they will be working from home on assigned office days.

Office remains closed to the public.

COVID safety protocols (see below) developed in compliance with CDC and ADPH guidelines are implemented.

PHASE 3: No Earlier Than 7.13.2020

CJFS Office Opens with Rotating Schedule for in-office personnel

Clients may be seen in their homes in accordance with In-Home Visit Protocol

Clients may be seen in the office at the discretion of the clinician in accordance with Office Visit protocols (see below).

All group counseling/programming will take place virtually.

**Re-Boot of all other face to face services (Transportation, CARES, Outreach):
Timeline TBD**

Plan Protocols Attached:

- **CJFS Office Safety Protocols**
- **Client Office Visit Protocols**
- **In-Home Visit Protocols**
- **COVID-19 Symptoms/Diagnosis/Exposure Protocols**

CJFS Office COVID-19 Safety Protocols

- Health Screening
 - Staff members should stay home when feeling ill.
 - All staff members must complete daily screening form before entering office <https://forms.gle/he1PhwwtmAsd2Cgz6>
- Social Distancing
 - In office staff each day will follow a rotating schedule
 - Staff should maintain a distance of 6 ft. whenever possible
 - Masks should be worn outside of personal office/workspace—reception areas, work room, hallways, kitchen, bathroom
 - Staff should not congregate or hold conversations in reception areas
 - Conference rooms may be used with a maximum capacity of 4 people
 - Staff is encouraged to work in their own individual offices/workspace
 - Phone/email/video chat should be primary method of in-office meeting/discussion
- Hand Hygiene
 - All staff must use hand sanitizer upon entry to the office.
 - Staff should use hand sanitizer whenever exiting or entering their personal office space.
- Avoid touching face at all times when working.
- Use and dispose of tissues when coughing or sneezing.
- Cleaning & Disinfecting
 - Office will be cleaned and disinfected nightly by building staff
 - Frequently touched surfaces such as keypad entry, office entry doorknobs, and copy machine will be cleaned by Admin Assistant with disinfectant spray every two hours.
- Staff Kitchen will be available for use.
 - All staff should wash hands or use hand sanitizer before entering the kitchen.
 - Staff should wear a mask when in the kitchen.
 - Only one staff person can be in the kitchen at a time.
 - Dishes, including clean dishes, should not be left in the sink or on the counter at any time.

Client Office Visit Protocols

- Staff scheduling a client office visit must schedule the appointment at least 24 hours in advance.
- If staff wishes to meet with client in the conference room, it must be reserved.
- Informed Consent:
 - Staff should review in office protocols with client when making the appointment
 - Clients must sign a consent to services prior to meeting with clinical staff.
- Health Screening:
 - Clinical Admin will provide client health screening and document in Apricot when making reminder calls before an appointment:
 - Are you feeling sick?
 - Are you experiencing any of the following symptoms—fever, cough, sneezing, chills, sore throat, shortness of breath, extreme fatigue, new loss of taste or smell?
 - Have you had any known exposure to someone diagnosed with COVID-19 in the past 14 days?
 - Have you been asked by any Health Department official to quarantine yourself within the past 14 days?
 - If client answers yes to any of the above, the Clinical Admin will inform the team member who will follow up to determine need for follow up healthcare. No in office service will be provided.
- Social Distancing & Hand Hygiene:
 - All clients will be instructed to call CJFS upon arrival at the office and wait in their car until the clinician is available.
 - Admin will encourage clients to pay for services via credit card over the phone prior to coming into the office.
 - Clients are required to use hand sanitizer upon entry to CJFS offices.
 - Clients are required to wear a mask in the CJFS office. An exception can be made by agreement of both client and clinical staff member while meeting in a private office or the conference room. A 6-foot distance must be maintained during this time. If clients do not have a mask, CJFS will provide one.
 - There should be no physical contact between client and staff.
 - Upon arrival, clients will go directly back to staff office or conference room.
- Cleaning & Disinfecting:
 - After client leaves the CJFS office, clinical staff must disinfect all hard surfaces in their personal office or conference room.

In-Home Visit Safety Protocols

- Staff scheduling a client home visit should schedule the appointment at least 24 hours in advance whenever possible.
- Informed Consent:
 - Staff should review home visit protocols with client when making the appointment and note in client record.
 - Clients must sign a consent to services at the beginning of the home visit.
- Health Screening:
 - Staff will provide client health screening when making reminder calls on the day of appointment:
 - Are you feeling sick?
 - Are you experiencing any of the following symptoms—fever, cough, sneezing, chills, sore throat, shortness of breath, extreme fatigue, new loss of taste or smell?
 - Have you had any known exposure to someone diagnosed with COVID-19 in the past 14 days?
 - Have you been asked by any Health Department official to quarantine yourself within the past 14 days?
 - If client answers yes to any of the above, the staff person will determine need for follow up healthcare. No in-home service will be provided.
 - Health screening must be documented in Apricot before visit.
- CJFS Staff must complete a COVID-19 precautions training webinar
- PPE (Personal Protective Equipment)
 - CJFS Staff must wear a mask during in-home visits; masks to be provided by CJFS
 - CJFS will provide non-latex gloves to staff as requested for in-home visits
 - Clients must wear masks (can be provided by CJFS) while staff is in the home
- Social Distancing
 - No physical contact between client and Staff
 - Always maintain 6ft distance
 - In the event of a client fall while in the home, and the client cannot get up without assistance CJFS staff should call 911 for assistance, then contact Supervisor or Operations Director per regular protocols.
- Hand Hygiene:
 - CJFS Staff should wash hands with soap or use hand sanitizer upon entering home.
 - CJFS Staff should use hand sanitizer after leaving residence
- CJFS staff should avoid touching the face at all times while working
- It is recommended that staff launder work clothes daily upon return home
- CJFS staff should follow any posted/required protocols in the facilities in which they are serving.

CJFS COVID-19 Diagnosis/Exposure Protocols

- **Employees with COVID-19 Symptoms or Family Member at Home with COVID-19:**
 - Symptoms may appear 2-14 days after exposure to the virus. People with the following symptoms may have COVID-19:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
 - Any employee who has COVID-19 symptoms or who has a family member living in their home with COVID-19 should notify their supervisor and stay home.
 - Employees may use available CJFS paid leave and/or may be eligible for paid sick leave per the Families First Coronavirus Response Act.
 - If an employee reports to work and becomes sick during the day, the employee will immediately be separated from other employees and/or clients and will be sent home.
 - Sick employees should follow CDC recommended steps found at CDC.Gov, <https://www.cdc.gov/coronavirus/2019-ncov/downloads/10Things.pdf>
 - An employee with COVID-19 is considered recovered and can return to work when the following conditions are met:
 - At least 3 days (72 hours) of no fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
 - At least 10 days have passed since symptoms first appeared.
- **Close Contact Exposure:** An employee who has been in close contact with a person with COVID-19 may have been exposed. The CDC defines close contact as within 6 feet of a person with COVID-19 for 15 minutes or longer.
 - Potentially exposed employees should inform their supervisor immediately.
 - Potentially exposed employees who have symptoms of COVID-19 should not come to work and follow the above guidelines for Employees with COVID-19 Symptoms.

- Potentially exposed employees who do not have symptoms should not come to work for 14 days and should work with their supervisor to plan for remote work.
 - Potentially exposed employees who do not have symptoms and are tested 7 days or later after potential exposure and have a negative test may return to work. Testing results must be shared with Operations Director for approval prior to return to work.
 - All other office employees should self-monitor for symptoms. If an employee develops symptoms, he/she should notify the supervisor and stay at home.
- **Cleaning Protocols for Suspected or Confirmed COVID-19 Case in the CJFS Office:** If an employee or client who has been seen in the office is suspected or confirmed to have COVID-19, the following protocol will be implemented:
 - The employee's office and any area used for prolonged periods of time by the sick person will be closed off until cleaned and disinfected.
 - Employees who have had close contact exposure to the infected employee/client (per the definition above) will be identified and notified.
 - Identified employees should follow protocols for close contact exposure.



Acknowledgement of Receipt of COVID-19 Plans & Protocols:

I have reviewed and understand the plans and protocols regarding the restarting of CJFS face-to-face services and the re-opening of the CJFS office after temporary suspension and closure due to the Coronavirus Pandemic.

Employee Name: _____

Employee Signature: _____

Date: _____