



Jewish Family & Children's Service of Southern New Jersey

# COVID-19

## Guidelines for the Workplace

## Introduction

The health and safety of our staff, clients, volunteers and all stakeholders are of the utmost importance to JFCS. The Novel Coronavirus (COVID-19) pandemic is a serious health issue and JFCS strives to ensure the health and safety of every employee, service recipient and visitor to our agency, whether in one of our facilities, out in the community, or at home. The guidelines of JFCS will be aligned with protocols set forth by the Jewish Federation of Southern New Jersey, the Center for Disease Control (CDC), and the State of New Jersey's phased re-opening plans. As per Governor Murphy's multi-stage approach, JFCS recognizes and will follow the following precautions that apply across all stages of re-opening New Jersey's economy:

- Work that can be done from home should continue to be done from home for the immediate future.
- Clinically high-risk individuals who can stay at home should continue to do so.
- All residents and businesses should follow state and federal safeguarding guidelines:
  - Wash hands
  - Wear masks in public
  - Respect social distancing
  - Minimize gatherings
  - Disinfect workplace and businesses

These guidelines were created to assist JFCS staff who are already working to provide essential services. At present, no one should return to the workplace until they are authorized by their supervisor and the JFCS Executive Director or the Associate Executive Director.

As our knowledge and understanding of COVID-19 continues to evolve, our guidance will be updated as appropriate.

## Guiding Principles

1. At the present time, all services that can be offered virtually should be offered virtually in order to promote safety for staff, volunteers and clients.
2. Staff who provide services deemed to be essential which cannot be offered virtually and that require less than 6-foot distancing, upon permission from their supervisor and the JFCS Executive Director or the Associate Executive Director, shall follow the safety precautions and guidelines outlined below.
3. Staff who provide services deemed to be essential which cannot be offered virtually and that allow for at least 6-foot distancing can be offered using proper PPE and caution either indoors or outdoors. (e.g child counseling or Patient Partners when this service resumes).
4. At the present time, no in-person groups may take place either inside or outside. If groups may be held remotely, then they can move forward.
5. Staff (including volunteers) who are providing essential in-person services closer than 6 feet are required to have an initial COVID 19 test, and ongoing testing thereafter on a bi-weekly basis.

## Preparation for Re-Opening

Prior to re-opening the offices, JFCS will do the following:

- A. Ensure all locations welcoming entrants (staff, clients, visitors) have been professionally cleaned.
- B. Gather a supply of cleaning products for more active, daily cleaning for the foreseeable future.
- C. Gather a supply of hygienic products, such as PPE, touchless thermometers, hand sanitizer, wipes, and tissues to place around the offices for staff use.
- D. De-densify work spaces and common areas to adhere to social distancing guidelines.
- E. Ensure air ventilation in each location has been checked and cleaned/remediated as needed.
- F. Designate entryways and flow of traffic in offices. Utilize space markers on floor to direct traffic flow and 6-foot distancing.
- G. Determine placement of mailboxes and flow of front office at 1301.
- H. Hang signage around each facility, on handwashing hygiene, proper use of PPE, respiratory etiquette, cleaning of common equipment and bathrooms after usage, cleaning and disinfecting protocols, and social distancing guidelines.
- I. Hang signage on entry doors regarding public hours of operation and directions for entry.
- J. Provide staff training on hygiene, proper use of PPE, respiratory etiquette, signs & symptoms of COVID-19, notification procedures for illness, etc.
- K. Ensure all staff include messages on their voicemail to wear mask when entering office and to stay home when sick.
- L. Create a clear, staggered schedule for staff returning to the office. This may include alternating work days and varying start and leave times. Communicate that those who can work from home should continue to do so.
- M. Designate an isolation waiting room for anyone who enters the facilities with symptoms.
- N. Prepare and disseminate communications for staff, public, clients on re-opening of any programs, services, hours of operation, protocols to enter facilities and receive services (wear mask, distance, stay home if sick).
- O. Inform employees about who is allowed in the buildings and who should not enter. This could include family members or friends of employees, donors, volunteers, or other visitors.

## Before Coming to Work

### A. Symptom Monitoring Requirement

Staff are expected to conduct symptom monitoring prior to beginning an in-person workday with the following steps:

1. Check temperature for fever greater than 100.3 F.
2. Check for any of the following symptoms, which are currently identified by the CDC as potential indicators of COVID-19:
  - a. fever/chills
  - b. new cough
  - c. shortness of breath
  - d. sore throat
  - e. congestion or runny nose
  - f. diarrhea
  - g. fatigue
  - h. muscle or body aches
  - i. headache
  - j. new loss of taste or smell
  - k. nausea or vomiting
  - l. new rash on fingers or toes
3. **IF YOU HAVE SYMPTOMS AND/OR TEMPERATURE ABOVE 100.3, NOTIFY YOUR SUPERVISOR AND DO NOT REPORT TO WORK.**
  - a. Call medical provider or local health department for direction to evaluate for further testing if needed.
  - b. If medical provider directs, you should self-isolate and not return to work until you meet both of the following criteria:
    - i. At least 14 days have passed since the symptoms have started.
    - ii. At least 3 days have passed after resolution of a fever (without taking fever reducing medications) and improvement in respiratory symptoms.

## Entry

Upon re-opening, JFCS will enact the following protocols for those who enter into our facilities, including staff, clients and volunteers:

- A. Masks or appropriate cloth face coverings must be worn by all individuals. If an entrant is not wearing a mask, one will be provided. Employees who cannot wear a mask must continue to work from home. Clients must wear masks or access virtual services only.
- B. There will be one entry point for each facility:
  - 1. 1301 – main entrance
  - 2. 1721 – main entrance
  - 3. FAP Route 70 – main entrance
  - 4. Maple Shade – main entrance
- C. Individuals coming for scheduled appointments shall call JFCS upon their arrival, and wait in their cars until they receive notice to come into the building. Individuals who do not have cell phones will come to the main entry door and buzz in to alert the front office that they are here. They will be directed to remain outside, and staff will come out to screen them when ready.
- D. Reception will sign all entrants into a log book.
- E. All entrants shall submit to screening procedures. These procedures will include:
  - 1. Temperature check – Anyone with a temperature above 100.3 will be immediately sent home.
  - 2. Health questionnaire on symptoms.
    - a. Entrants will be instructed to return home if the health questionnaire discloses that they are symptomatic or have been in touch or contact with anyone with a positive COVID- 19 diagnosis.
  - 3. Clients who are sent home upon entry will not be charged for the service for which they came.
- F. Upon first-time re-entry, all service recipients and volunteers will be asked to sign the JFCS Coronavirus/COVID-19 Waiver. If they refuse to sign, they will be asked to sign an Acknowledgement of Receipt of the document. If they refuse to sign the Acknowledgement, services will be denied.
- G. Once these measures have been taken, entrants may proceed into the facility.

## Office Protocols

The following protocols will be followed continuously by staff in JFCS facilities:

- A. Masks or appropriate cloth face coverings must be worn at all times.
- B. Physical distancing 6 feet apart from others must be observed as much as possible.
- C. Staff should wash hands regularly and avoid excessive touching of communal surfaces.
- D. Staff should follow proper “respiratory etiquette” that includes covering a cough or sneeze, using and throwing away tissues, etc.
- E. At the end of each work day, staff must follow a ‘clean desk policy,’ by sanitizing their own desks, equipment and office areas to prevent the spread of germs. Staff must also sanitize common equipment (copiers, projectors, monitors, etc.) after usage.
- F. While Building Services will continue to clean office and workspaces based on CDC guidelines, additional care should be taken to wipe down commonly used surfaces. Before starting work and before you leave any room in which you have been working, you must wipe down touched surfaces, such as workstations, keyboards, telephones, handrails, doorknobs, copiers, printers, desks, tables, etc. Approved cleaning products will be provided by JFCS.
- G. As much as possible, staff shall limit the use of other co-workers’ phones, desks, offices, or other work tools and equipment. If necessary, they shall clean and disinfect them before and after use.
- H. To limit transmission of germs, staff shall:
  - 1. Avoid physical contact, such as handshakes or hugs.
  - 2. Avoid touching face, hands and mouth.
  - 3. Rely less on paper that is traditionally passed around the office.
  - 4. Email or phone colleagues if need to speak. In 1301, call up to the front desk rather than walk in.
  - 5. Continue delivering services remotely (e.g. phone, video, or web) as much as possible, even if physically present in the office. Convening in groups is prohibited, as it increases the risk of viral transmission.
- I. Common Areas
  - 1. Common areas of JFCS sites include kitchen, bathrooms, copier and waiting areas.
  - 2. Until further notice, no communal food may be brought into the offices. All employees must bring their own meals or eat off site.

3. Until further notice, staff will not be permitted to use the coffee machine, microwave, or water cooler. The refrigerator is a high touch area, and handles must be wiped down after each use.
4. The copier must be wiped down after each use.
5. There shall be no congregating around the common areas.



## Staff Illness/Exposure

These are guidelines for JFCS to follow when a staff member reports symptoms of COVID-19, a COVID-19 exposure or a positive COVID-19 diagnosis. Information is updated on an ongoing basis and is based on current CDC and NJ Department of Health guidelines. These guidelines provide greater specificity to the JFCS Agency Manual for Infectious Disease Protocol.

- A. Employees who develop symptoms outside of work should notify their supervisor and stay home. Symptoms include: fever/chills, new cough, sore throat, congestion or runny nose, shortness of breath, diarrhea, fatigue, muscle or body aches, headache, new loss of taste or smell, nausea or vomiting, new rash on fingers or toes.
- B. Employees who have symptoms when they arrive at work or become sick during the day should immediately be separated from other individuals and sent home.
- C. Sick employees should follow [CDC-recommended steps](#). Employees should not return to work until they have met the following criteria:
  1. ***If symptoms could be COVID and the employee has no other diagnosis***, the employee should stay home from work and consult with their medical provider. The employee shall communicate with his/her supervisor.
  2. ***If employee had a confirmed, close contact exposure to COVID-19 without proper PPE*** to a person who was symptomatic at the time of exposure, or became symptomatic within 48 hours of exposure, the employee should stay home from work, quarantine, and self-monitor for symptoms for 14 days since the exposure. If symptoms arise, employee should follow the protocol laid out in #1. The employee shall report all information to his/her supervisor with a copy to the JFCS Executive Director or Associate Executive Director.
  3. ***If employee had a confirmed, close contact exposure to COVID-19 with proper PPE***, the employee is not restricted from work, but is required to self-monitor. No reporting is necessary.
  4. ***If employee is diagnosed with COVID-19***, the employee should stay home from work, consult with medical provider, quarantine for 14 days, be fever-free without the use of fever-reducing medications for at least 3 days, have

experienced improvement in respiratory symptoms (cough, shortness of breath), and obtain negative results from two consecutive COVID-19 tests collected at least 3-5 days apart. The employee shall report all information to his/her supervisor with a copy to the JFCS Executive Director or Associate Executive Director.

#### D. Returning to Work

After meeting the above criteria and returning to work, employee should:

1. Wear a facemask at all times;
2. Continue strict hand hygiene, avoid touching face, use respiratory etiquette; and
3. Continue to self-monitor for symptoms and seek re-evaluation from medical provider if respiratory symptoms recur or worsen.
4. Note: *Viral shedding may last longer than 10 days. For this reason, if the employee is working with a severely immunocompromised client, or if the employee is severely immunocompromised, it may be necessary to extend the time before the employee may return to work.* If working remotely during this time period is acceptable to fulfill their job responsibilities, then JFCS will want them to do so.

#### E. Better to Be Safe

In order to fully comply with these guidelines you are urged to report whether you may have been exposed to COVID-19. For example, a spouse, partner or family member may have been sent home from their place of employment because of COVID-19-related reasons. Your disclosure may ensure the safety of others.

#### F. Self-Quarantine, Medical Examinations and Other Measures

Depending on the circumstances, JFCS may send you home and/or direct you to self-quarantine for a period of time should you appear to present the following:

1. Symptoms consistent with COVID-19, or
2. If you have traveled to an inadvisable place, or
3. If you live with or are in close proximity to a person who has tested positive for COVID-19, or
4. If you may have been otherwise exposed to COVID-19.

#### G. Contact Tracing

JFCS has an obligation to perform contact tracing for any confirmed or highly suspected positive COVID-19 employee. This means that the agency will need to obtain a list of every client and colleague that this employee closely interacted with while performing JFCS services once symptomatic, and for the 48 hours prior to becoming symptomatic. In a confidential manner, JFCS will notify each of these contacts of their recent interaction with a COVID-19 positive person and remind them to self-monitor. Employees will notify their supervisor, the JFCS Executive Director or the Associate Executive Director of the contact, and will work with the Federation Director of Human Resources and their supervisor to complete this process. The agency will follow state-mandated reporting guidelines.

## Client Illness/Exposure

These guidelines are for JFCS to follow when a client reports symptoms of COVID-19, a COVID-19 exposure, or a positive COVID-19 diagnosis.

- A. Clients who are sick, or who describe symptoms of COVID-19, including fever/chills, new cough, sore throat, congestion or runny nose, shortness of breath, diarrhea, fatigue, muscle or body aches, headache, new loss of taste or smell, nausea, vomiting, and/or a new rash on fingers or toes, should stay home from JFCS locations, programs and/or cancel JFCS services.

If a client is experiencing influenza-like symptoms, including symptoms of COVID-19, appointments may be cancelled with less than 24 hours' notice and will not be subject to the cancellation fee.

- B. Clients who have symptoms when they arrive at a JFCS location or become sick while at a JFCS location should immediately be separated from other individuals and sent home. If a client must wait for a ride, he/she will be placed in office #2, the designated isolation room for the 1301 Springdale Road office.
- C. Clients who develop symptoms while receiving a JFCS service in the broader community should immediately tell the JFCS service provider, distance from the service provider, and terminate the service.
- D. JFCS will not accept any new client with an active COVID-19 diagnosis, unless restricted to virtual or remote service provision.
- E. Return to Services

1. Clients displaying symptoms, with no other diagnosis, should stay home and consult with their medical provider. **Prior to resuming services, client must obtain clearance from a medical provider and provide proof of same. (Managers thoughts on whether to require any clearance from clients?)**

2. Clients with confirmed positive COVID-19 must follow recommended guidelines from the CDC and quarantine for 14 days before resuming JFCS in-person services, and obtain clearance from a medical provider to resume services and provide proof of same.

## F. Homecare/Nursing Clients

1. **New Client:** All new homecare and nursing referrals will undergo a COVID-19 screening, utilizing Aleph Homecare's questionnaire. JFCS is not accepting any new client with an active COVID-19 diagnosis.
2. **Existing Client:** If a current client has yet to be COVID-19 tested, but is displaying symptoms of COVID-19, the client will be referred to their medical provider and two negative test results within 3-5 days must be provided before services may resume. The supervising clinician will ask the client/caregiver about any recent potential exposures.

3. **Client with Positive COVID Diagnosis**

**Existing Client:** If a homecare/nursing client is diagnosed with COVID-19, information including but not limited to the date of diagnosis, symptoms, home environment, number of people in the household, and level of care needed will be obtained. JFCS will report the diagnosis to Aleph Homecare, and all contact tracing conducted. JFCS will report the positive diagnosis to the NJ Department of Health. JFCS homecare services will be placed on hold and appropriate referrals will be provided to the client. Client must consult with their medical provider and provide two negative test results taken within 3-5 days before services may resume.

**Existing Client's Household Member:** If a homecare/nursing client's household member is diagnosed with COVID-19, information including but not limited to the date of diagnosis, symptoms, home environment, number of people in the household, and level of care needed will be obtained. JFCS homecare services will be placed on hold and appropriate referrals will be provided to the client until the CDC criteria for discontinuing home isolation are met.

4. **Hospital/ Rehabilitation Discharges**

Due to the current prevalence of COVID-19 in many healthcare settings, any client or household member hospitalized has an increased risk of exposure. For this reason, JFCS may decide it is best to put a hold on in-home services

until the 14-day incubation period passes, and the affected client has had a negative COVID-19 test, and the household remains symptom free. JFCS will make this decision on a case by case basis, dependent upon factors such as the discharging facility, the type of care provided, the staff providing the care, and the availability of PPE at that time.

G. Contact Tracing

JFCS has an obligation to perform contact tracing for any confirmed or highly suspected positive COVID-19 client that was in contact with a JFCS employee, volunteer, or was in a JFCS facility once symptomatic, and for the 48 hours prior to becoming symptomatic. In a confidential manner, JFCS will notify each of these contacts of their recent interaction with a COVID-19 positive person and remind them to self- monitor. The employee working with the client will notify his/her supervisor and the JFCS Executive Director or the Associate Executive Director of the contact, and will work with the Federation Director of Human Resources and their supervisor to complete this process. The agency will follow state-mandated reporting guidelines. The following additional steps will be taken:

1. Exposures must be reported by email to the Federation Director of Human Resources, Tonia Harmon Lloyd, and the Federation Chief Operating Officer, Rob Kiewe.
2. Exposure must be made known to staff member or individual who runs the facility in which the exposure took place.
3. Risk shall be mitigated through the following means:
  - a. The facility or designated area shall be closed until disinfection takes place;
  - b. Prompt notification shall be given to the appropriate cleaning company and/or Sodexo, per the guidance of the Federation Chief Operating Officer;
  - c. All affected areas shall be disinfected; and
  - d. Staff shall follow all facility/JFCS guidelines for exposure.

## Department Protocols

### A. FAP

### B. Counseling

1. Staff (therapist to disinfect seating between clients)

### C. Senior Services

1. Before returning to work, all JFCS Aides, Nurses, Companions must have 2 negative COVID tests within 3-5 days apart, and ongoing testing thereafter every two weeks.
2. If JFCS Homecare Staff Member is found to be COVID-19 positive, JFCS will provide notification of said diagnosis to Aleph Homecare and will report the positive diagnosis to the NJ Department of Health.

### D. Special Needs

1. Supported Employment
2. TOPS Day Program
3. SAIL Recreational Program
4. Soups & Sweets

### E. Volunteer Department

1. Only volunteers who signed the JFCS COVID waiver or Acknowledgement of Receipt may volunteer. A waiver is not required for participation in virtual activities.
2. All volunteers should wear PPE. If they do not come with their own PPE, it will be provided for them.
3. In addition to JFCS guidelines, all volunteers should follow the rules and safety protocols as established by the area or department in which they work.
4. Any exposure or positive illness related to COVID should be reported to both the Director of Volunteers, the manager in the department where he/she is volunteering, and to the JFCS Executive Director or the Associate Executive Director.
5. All volunteers should self-quarantine per CDC guidelines if he/she travels to or has a visit from someone in a "hot spot" or other high risk designated area or location as per the applicable state or government officials or agencies.

## Resurgence Plan



### Employee Acknowledgment

1. The return-to-work policy and procedures have been explained to me.
2. I have read and fully understand all procedures and responsibilities.
3. I agree to observe and follow these procedures.
4. I have received a copy of this policy and procedure.
5. I understand failure to follow these procedures may affect my employment rights.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date