

Orientation to In-person or On-site Work

Please note that some links in this presentation are only available on the CMHA-CEI intranet and may not be available to all viewers.



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Goals

- Prepare the staff and worksites for increasing the volume of staff and consumers as we expand in-person services
- Understand structures, roles, and processes for maintaining health and safety, mitigating risk of COVID-19
- Problem Solving – ***Together We Can***
- Clarify roles that all employees play in maintaining a safe and healthy workplace

Training Outline



- Overview of the Virus Team
 - Hint* – that includes you!
- How to Stay Safe
 - If you feel sick
 - How to report unsafe working conditions
- Protocols
 - Face Covering
 - Screening
 - Traffic Flow and Physical Distancing
 - Cleaning and Supplies
- Communication and Resources
 - Must be logged into the CMHA-CEI network for intranet links to work



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Together we can.

Overview of Virus Team

We have developed a Virus Team to help keep people safe.

This includes:

- Virus Task Force
- Virus Response Designees
- Facilities/Maintenance
- Management
- All Employees

The Virus Task Force meets regularly to:

- Process updated guidance from CDC, State, and local Health Departments
- Develop and review internal protocols
- Monitor protective equipment ordering and supplies management
- Facilitate communication with staff, providers, consumers, and the public
- Review and respond to questions received at

COVID19-questions@ceicmh.org

Virus Task Force Members

- **Sara Lurie**, Chief Executive Officer
- **Dr. Jennifer Stanley**, Medical Director
- **Sharon Blizzard**, Chief Human Resources Officer
- **Joyce Tunnard**, Director of Quality, Customer Service and Recipient Rights
- **John Peiffer**, Property & Facilities Supervisor
- **Mary Huffman**, Agency-wide Senior RN
- **Kinnith Gibbs**, Safety and Security Coordinator
- **Heidi Nagel**, Business Analyst
- **Emily Wollner**, QCSRR Administrative Assistant
- Others, as needed

Virus Response Designees

Areas of Responsibility

- Assist with problem-solving
- Provide direction and support to staff and consumers
- Monitor the environment: Screening, Traffic Flow, and Cleaning
- Provide supply management
 - Storage and distribution
 - Inventory and ordering
- Be well versed in the **CMHA-CEI COVID-19 Protocol Directory**

Ask your immediate supervisor about your area's Virus Response Designee.

Site monitoring tours using an observational checklist are conducted to identify and address concerns and to verify the effectiveness of our protocols.

Every one of us is an observer; if you see something, say something.

Maintain and adapt facilities to keep us safe

- Traffic Flow and Physical Distancing
- Signage
- Increased cleaning

Provides supplies — Central ordering and distribution

- Personal Protective Equipment (masks, face shields, gloves, gowns)
- Cleaning supplies (spray, paper towels, soap)
- Other supplies (hand sanitizer, tissues)

Protecting Yourself and Others

- Monitor your health daily. You are the first level of defense in preventing COVID-19.
- Wash or sanitize your hands frequently.
- Maintain physical distancing.
- Wear a face covering.
- Follow your site's entrance procedures.
- Help keep facilities clean.
- Notify your supervisor if are not feeling well while at work.

The ability to stay safe is in our control.



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CORONAVIRUS HOW TO PROTECT YOURSELF



Wash your hands **often** for at least 20 seconds. Use hand sanitizer when soap and water are not available.

Maintain a distance of 6 ft (2 meters) from each other

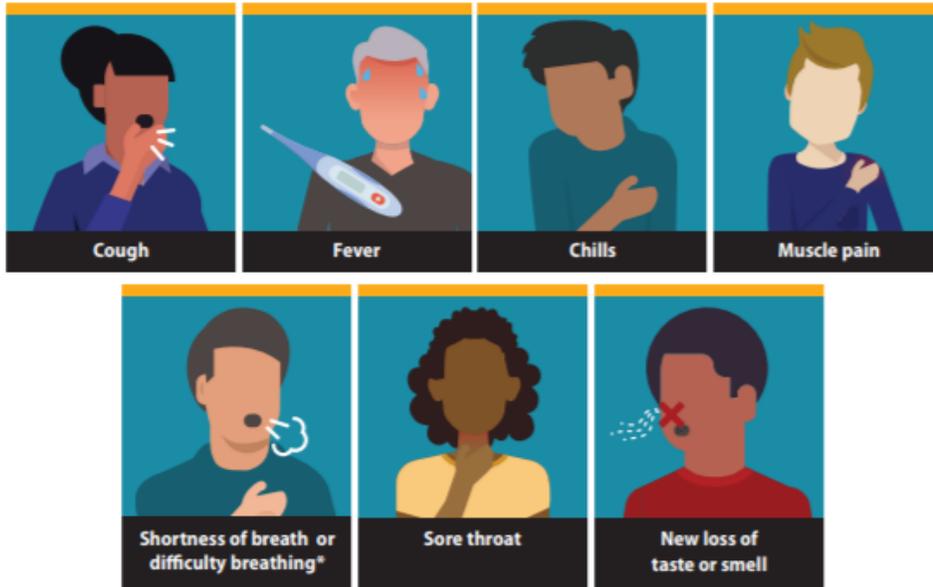
**A large sedan is a bit more than 6 ft in width.*



Avoid touching your eyes, nose and mouth. Cover your cough or sneeze with a tissue. Use your upper sleeve if you do not have a tissue.

Know the Symptoms of COVID-19

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Symptoms *may* include:

- Cough
- Fever
- Chills
- Muscle pain
- Shortness of breath or difficulty breathing
- Sore throat
- New loss of taste or smell

If You Feel Sick

- Please stay home and notify your supervisor if you are sick or symptomatic.
- All employees who have symptoms or a diagnosis of COVID-19 must **also** notify the Human Resources Department. A COVID-19 Self-Report Form will be completed by Management or Human Resources.
- Employees needing a leave of absence may be eligible for Family Medical Leave Act leave and Emergency Paid Sick Leave Act leave covered under the Families First Coronavirus Response Act procedure 2.1.16B. Human Resources staff are available to provide guidance to employees regarding a leave of absence.
- All medical information and documentation is confidential; the Employer cannot disclose medical information or the status of an employee's health condition.

Your Wellbeing — Some Ways to Cope



Many aspects of the COVID-19 outbreak can cause stress and anxiety. Managing your stress can help you, the people you care about, and your community be resilient and thrive.

- Learn from reputable resources like the CDC about the virus and how to protect yourself and your family.
- Avoid binging on the news, social media, and television.
- Take care of yourself by eating healthy, getting regular exercise, trying to get good sleep each night, and avoiding alcohol and drugs.
- Take breaks and do an activity you and your family enjoy.
- Connect with others by giving them a call.
- For more resources, tour the Intranet COVID-19 link.
- Contact the Employee Assistance Program.
- Contact 211 for other resources.

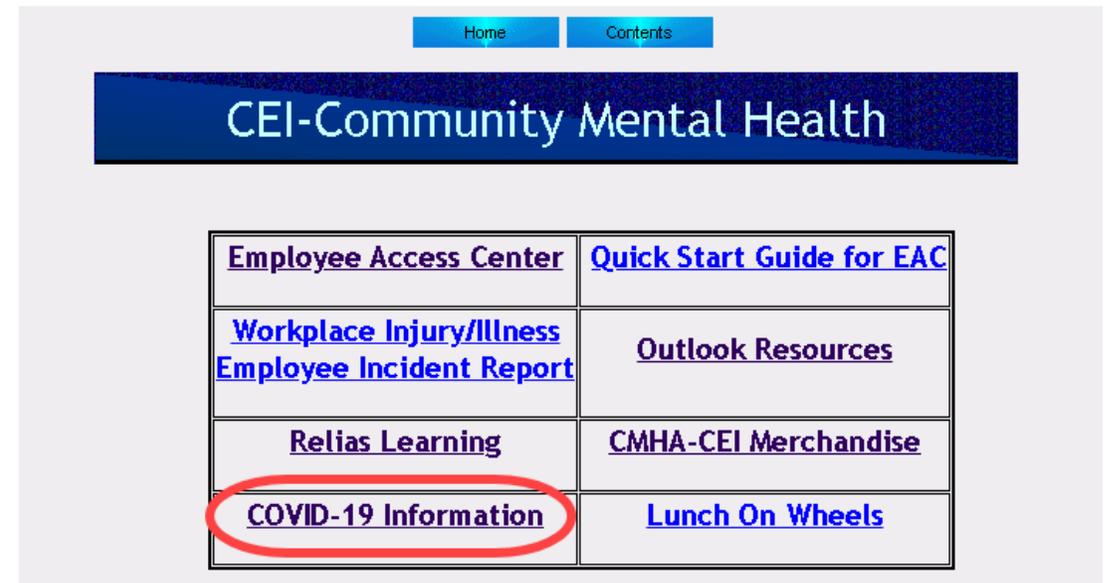
If You See Something Say Something

How to report Unsafe Working Conditions

- **See it** — If you have a safety concern related to COVID-19, report it to your supervisor and discuss how it can be resolved.
- **Take Action** — Your supervisor and Virus Response Designee will help get the right support and resources.
- **Close the Loop** — Your site supervisor and/or Virus Response Designee will close the loop with you once the safety concern has been addressed.
- If you cannot resolve the workplace safety issue through this process please email COVID19-questions@ceicmh.org.
- MIOSHA takes the lead in the State to ensure worker safety and can be contacted at Michigan.gov/MIOSHA

CMHA-CEI Intranet has a COVID-19 information link which includes

- CEO COVID-19 Update emails
- Protocol Directory including
 - Screening Protocols
 - Mask Protocols
 - Exposure Protocols
 - PPE & Cleaning
- COVID-19 Resources
- Pandemic Preparedness Plan
- Phased-In Recovery Plan



Protocols are constantly changing based on the most current guidance. The latest versions can be found in the [COVID-19 Information folder](#) on the intranet.

Face Covering Overview

When we breathe, talk, cough or sneeze, small droplets are expelled, and **for an infected person**, those droplets likely contain the COVID-19 virus.

Being exposed to these droplets is the most probable way of contracting COVID-19.

Wearing a face covering is the best way to keep these droplets contained.

- Face coverings are generally protection for others.
- Face shield may protect the wearer.
- Our supply of masks is limited; we encourage staff to reuse, when possible.

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



Proper Mask Technique

How To Wear A Face Cover

1. Wash or sanitize hands before and after handling face cover or touching your face.
 2. Put your fingers through the ear loops and position the covering over your nose and mouth.
 3. Place the ear loops around your ears.
 4. Adjust to cover the both mouth and nose.
 5. Do not touch the mask.
- In order to be effective, whether commercially made or home-sewn, **masks must be worn properly.**
 - Improperly worn masks reduce their effectiveness and may even increase risks of disease transmission.
 - See the [Mask Usage Quick Reference Guide](#).



Improper Mask Techniques



Staff Face Covering/Mask Protocols

Staff are required* to wear:

- **No Face Covering**

- If you are alone at your desk in an office or cubicle & 6-foot distance is maintained

- **Cloth Face Covering (may wear your own) when**

- Navigating around the building, no direct contact anticipated
- Working with non-symptomatic consumer & 6-foot distance is maintained

*Seek an accommodation from HR if wearing a mask is contraindicated due to a medical or other condition.

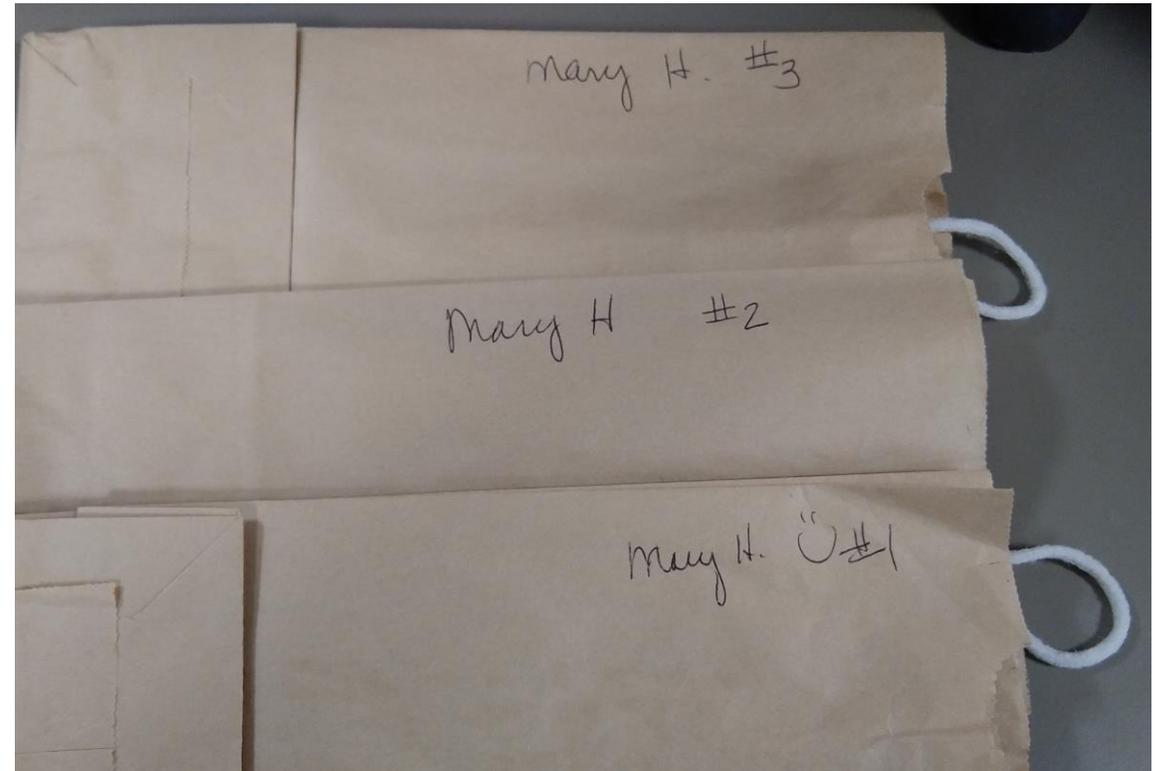
Staff Face Covering/Mask Protocols Staff are required to wear... Continued

- **Surgical Mask**
 - Working with non-symptomatic person & 6-feet cannot be maintained
 - 24/7 programs
 - Face shield may be worn at staff discretion; strongly consider if contact with body fluids or splashing is likely and/or small children are present
- **KN-95/N-95 and Face Shield**
 - Working with consumers who answer **Yes** to any screening question, or are diagnosed with COVID-19, when 6-feet distance is maintained
- **KN-95/N-95 and Full PPE** — Full PPE includes Face Shield, exam gloves, and suit or gown
 - Working with consumers who answer **Yes** to any screening question, or are diagnosed with COVID-19, when contact is closer than 6-feet

Face Covering Considerations

Storage And Reuse Of Your Face Cover

- Place face down on clean paper towel.
- Store your face cover in a lunch-size paper bag. This allows the mask to dry and protects others from coming into contact with a possibly contaminated surface.
 - **3-5 masks & 3-5 paper bags**
 - **Use one mask a day and rotate**
 - **Replace when soiled**



Consumer Face Covering/Mask Use

- When scheduling an in-person service, remind consumers that they are required to wear a face covering (unless unable to for medical reasons).
- If the consumer indicates their refusal to wear a face covering, consider the need for the in-person service and consult with your supervisor; consider providing the services via telehealth, instead.
- **Consumers must be able to remove their face covering;** those who can not remove their own face covering must not wear a face covering.
- When meeting with consumers with an urgent need who struggle with wearing a face covering, staff wear a mask and may consider wearing a face shield, and consider a larger space, if available, for more physical distance.
- Consult with your supervisor as needed; we need to manage physical and behavioral health risk with each consumer.
- Face coverings, masks and other PPE usage protocols are based on the most current guidance from the CDC, the State of Michigan, and local Health Departments.

Screening Process — Overview

Staff and Consumers/Visitors are screened prior to contact with anyone.

In the Building

- Screening occurs at designated entry points
- Admittance to the building is limited to Consumers and only those accompanying visitors required to support the Consumer during the service provided

In the Community

- Staff complete a self-screening process prior to leaving home
- Consumers are contacted in advance of appointment/service

Level of Screening

- Screening questions are the same for all who enter the building
- Temperatures will be taken for staff and for Consumers entering a CMHA-CEI building

Staff On-Site Screening — What to Expect

- Staff must be screened once daily prior to contact with Consumers or Staff
- Each site has a trained, designated screener
- Screeners ask each staff person entering the building questions on the screening tool
- Staff who pass the screening questions will have their temperature taken
- Staff who pass the screening may enter the building



For *Optional* Fast Track Entry

- Use this self-screening tool when you arrive to work.
- Display a screenshot of your result and have your temperature taken.
- Bookmark this address:
[sparrow.org/OccHealthScreening](https://www.sparrow.org/OccHealthScreening)



Fast Track Entry — On Site Staff Only Instructions

In an effort to fast track your wait time for the on-site daily COVID-19 screening, you can follow the directions below to verify your health status prior to the start of your shift.

The questions are to be answered on the days you are scheduled to report on-site. The result will be available for 4 hours from time you answered the screening questions.

1. Prior to your start time, click: <https://www.sparrow.org/OccHealthScreening>
2. Answer the questions
3. Take a screenshot of the green check (it is date stamped)
4. Show the Screener your phone, and have your temperature taken

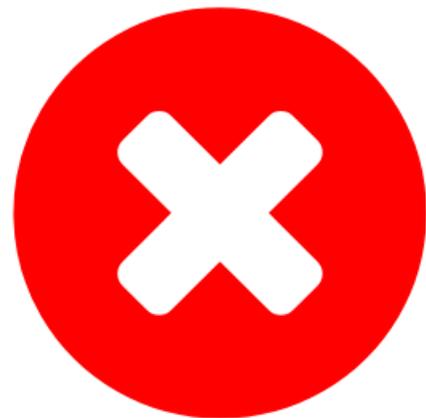
Please note that this is not an app that requires a download to your phone. You will link to the URL for each use.

**** Disclaimer**** Your safety as well as the safety of all our employees and consumers remain our priority, should you have symptoms related to COVID-19 please contact a healthcare professional.



Staff On-Site Screening continued

- Staff who receive a **Red X** must proceed to the on-site screening with the screener.
- Staff who do not pass the on-site screening will be asked to return home and contact their supervisor.



Consumers/visitors are screened upon entrance to our facilities and before in-person contact in the community or consumer home

- Consumers are asked about symptoms, and, at CMHA-CEI facilities, Consumer temperatures are taken as part of the screening process.
- If a Consumer entering a building reports symptoms or has a temperature, they are given a mask, asked to wait in the lobby, and the staff person they are in the building to see is notified.
- Visitors are restricted to those required to support the Consumer for the service provided.

Screening Consumers — Home/Community Based Visit

Contact in advance and establish the following

- Screening questions should be asked regarding anyone staff may have contact with
 - Physical Distance to be maintained (discuss how to accomplish this)
 - Consider porch, park, larger room; minimize number of people
 - Document pre-contact info on contact note or in service note
 - If **YES** to screening questions, consult with your supervisor whether to proceed with in-person vs telehealth
- Masks/Face Coverings & Face Shields
 - Staff must wear a mask and optional face shield
 - Require consumers wear face coverings, if able
 - If Consumer refuses to wear a face covering, consider the urgency for the in-person contact and consult supervisor. Consider the use of telehealth or, if the need to meet is urgent, meet in a larger space with staff utilizing a mask and face shield.
 - Community-based staff are provided a portable folding chair

Staff Self-Screening — Home/Community Based Visit

- **Complete Staff Self-Screening Log**
 - Electronic or Pen and Paper
 - Once daily, prior to in-person contact (at home or on-site)
 - Turn in with timecard for supervisor review
 - No need to take temperature; determine if “feverish”
- If you answer **YES** to new symptoms, stay home and contact your supervisor
- If you answer **YES** to having had contact with someone COVID-19 positive or you have travelled; wear surgical mask during work & monitor symptoms for 14 days

Pay End Date:	Date	Remote Only (Screening Not Required)	Did you answer yes to any of the screening questions?	
			Y	N
SAT		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SUN		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MON		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Transporting of Consumers

- Consumer and staff must pass screening for symptoms associated with COVID-19.
- Consumers must sit in the back of the vehicle, in a spot that allows at least 6 feet or as much space as possible.
- If a consumer refuses to sit in back, or refuses to wear a CDC approved face covering, determine the need and importance of the transport and consult a supervisor.
- Each Clinical Program has more specific protocol for transportation of consumers; supervisors will provide direction and training.
- Both surgical and KN-95 masks will be available for staff providing transport.



Cleaning

- Wipe down the vehicle before the consumer enters the vehicle, after transporting, and between uses.
- Use disinfecting wipes or spray
 - For hard surfaces, spray disinfectant on a paper towel and wipe surfaces such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles.
 - For soft surfaces such as fabric seats, remove any visible contamination, if present, and clean with appropriate cleaners indicated for use on these surfaces. In addition to cleaning, car seat covers may be used.

Exposure Protocols — Employees

- Employees who report contact with someone who is diagnosed with COVID-19 outside of the course of work will continue to report to work and follow workplace safety measures.
- Employees who had a potential exposure in the course of their work will be notified by Human Resources. Your manager will follow the full Exposure Protocol.
- If you become sick during the workday, you must immediately report to your supervisor, and will be sent home.
 - Your work space will be thoroughly cleaned and disinfected.
 - To return to in-person work, you must work with HR who will follow the current criteria for return to work.
- All personal employee medical information is confidential.

Exposure Protocol — Consumers

If a Consumer reports contact with someone COVID-positive

- Ask them to wear a mask, maintain physical distance, and monitor symptoms
- Continue to provide required service

Consumers with symptoms or diagnosis of COVID-19

- Contact case manager/supervisor*
- Continue to provide required service

Consumer with diagnosis of COVID-19

- Contact case manager/manager*
- Management will follow-up, including
 - Notification of those exposed
 - Information added to agency COVID-19 spreadsheet
 - Health Department notified

*Manager to follow full Exposure Protocol

Change our Social Norms

- Moving with others
 - Walk separately; 6 feet apart
 - Open door and go through; or hold open and stand behind the door
- Eliminate contact with others, such as handshakes
- Avoid crowded places
- Announce your movement to those in your suite or in the stairwell
- Practice good cubicle etiquette



Maintain a Distance of 6 ft (2 meters) from each other



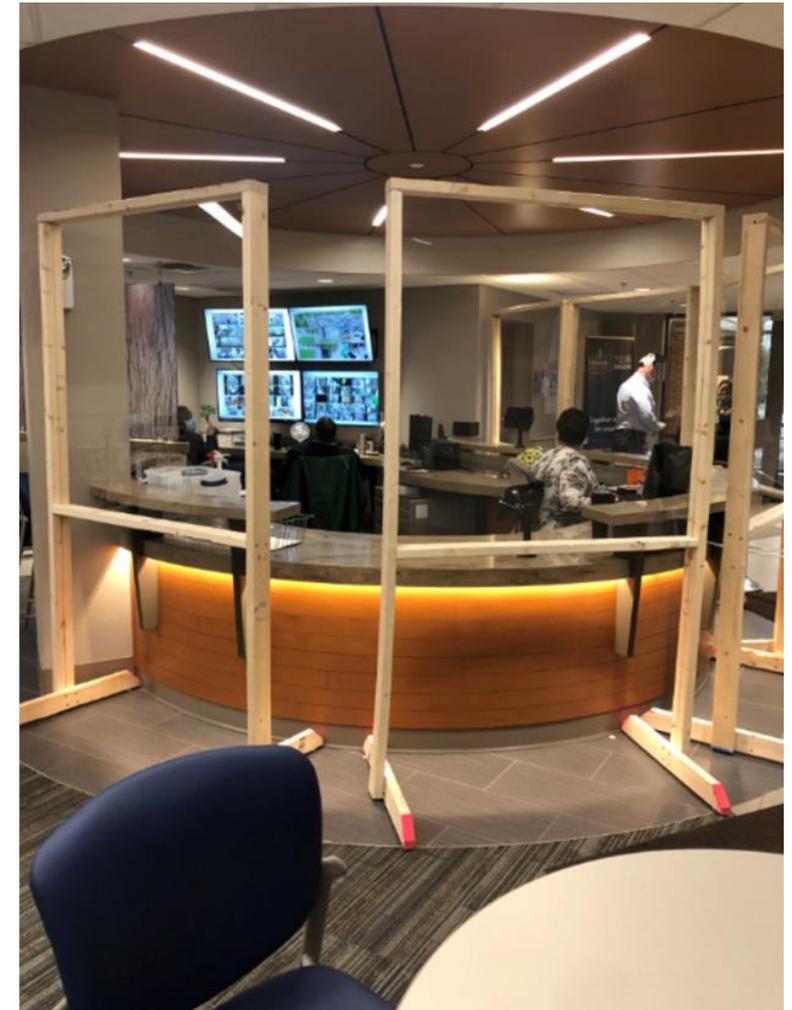
A large sedan is a bit more than 6 ft in width



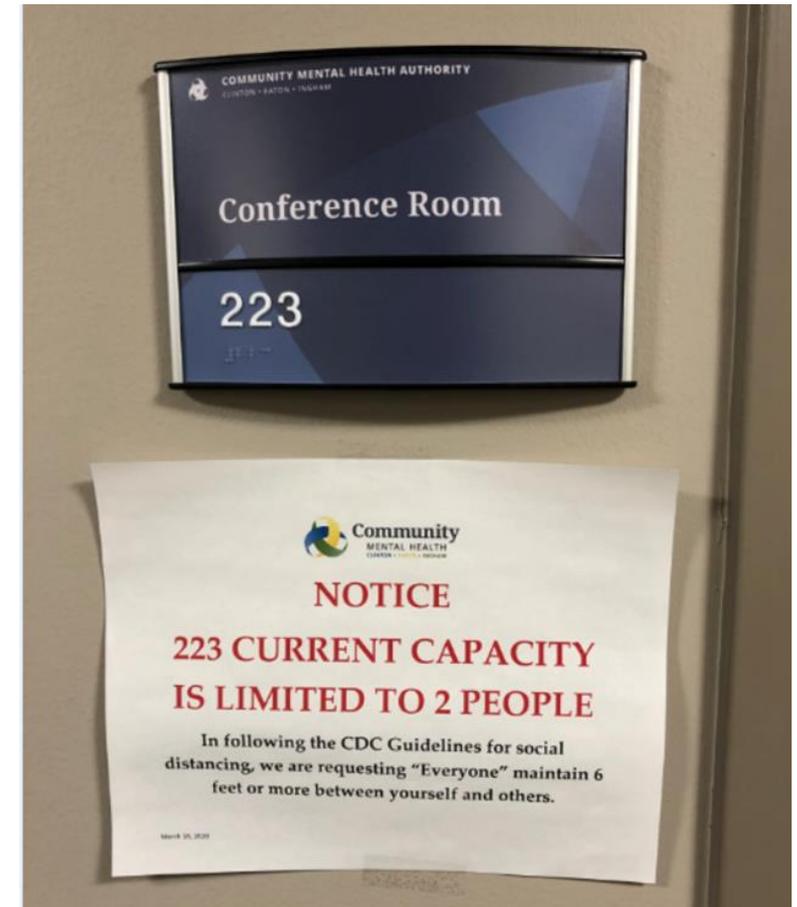
A twin-sized bed is a bit more than 6 ft in length

On-site Public Spaces

- **Waiting Areas and Lobbies**
 - Chairs are arranged to create space and limit capacity
 - Reception staff and Virus Response Designee monitor for capacity and physical distancing
- **Hallways and Main Corridors**
 - Directional arrows; stay to the right; pass on the left when 6-foot clearance
- **Stairwells**
 - Stay to the right; maintain physical distance
- **Elevators**
 - Decals on the floor mark appropriate physical distancing
 - Elevator capacity marked with signage outside elevators on each floor
- **Restrooms**
 - Capacity marked with signage outside each Restroom
 - Restroom stalls marked as available for use in order to maintain physical distancing
- **Hand Sanitizing Stations available throughout**

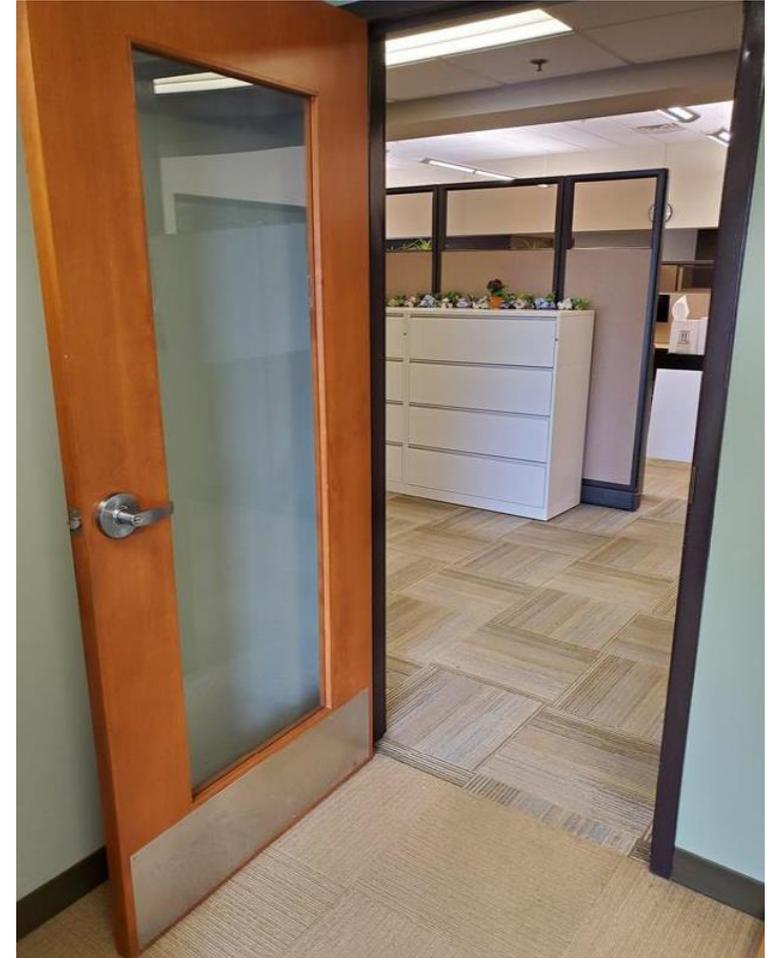


- **Within Suites**
 - Directional arrows; move clockwise when possible
 - Keep some doors open to minimize touch points (facilities to help determine which)
- **Conference Rooms**
 - Large staff meetings will remain virtual, reserving larger rooms for sessions with consumers
 - Occupancy limit is posted
 - Extra chairs have been removed, tables are marked to show seating
 - Staff who use the room must clean touchpoints between meetings (supplies and instructions provided)



On-site Ventilation — Doors Open Strategy

- CMHA-CEI is evaluating ventilation systems in all locations to manage and direct airflow.
- Each site may have identified doors to remain open.
- Propping doors open can increase airflow & eliminate touchpoints in high traffic areas.
- In areas where ventilation is localized (conference rooms, offices, etc.) consider keeping doors open to circulate airflow.



Three Different Levels of Cleaning

1. Custodial (In-house & Contracted)

Provide general/standard cleaning, vacuuming, moping, restrooms, trash, disinfecting of high touch points

2. Virus Busters Team

Provide disinfecting of high touch spots throughout the day

3. CMHA-CEI Staff

Take personal responsibility of their areas

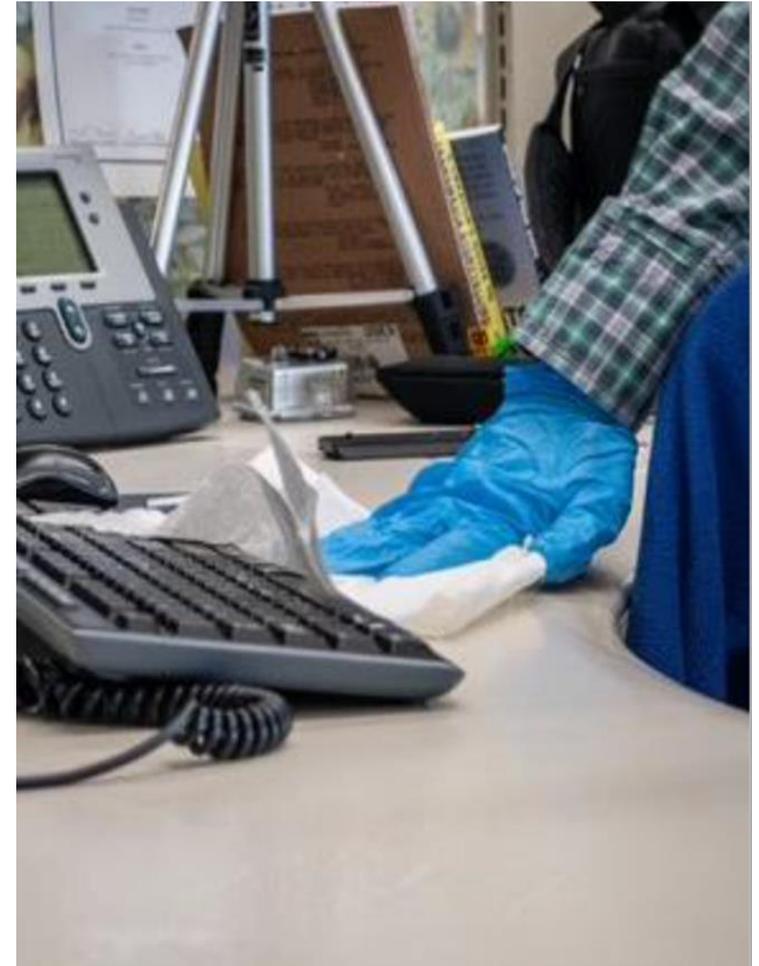


Your Role On-site — Take Responsibility

You are to clean key areas and those touched most frequently, including:

- Your personal work areas
 - Must be cleaned 2x/day; at the start and end of your work day.
 - Keep your work surfaces clear and minimize personal effects for easier cleaning.
- Meeting rooms between uses
- Kitchenettes when used
- Shared equipment (copy machines) when used
- Vehicles for transport of consumers

Supplies and instructions will be provided.



- Facilities and Maintenance manages
 - Centralized purchasing and distribution
 - Daily monitoring of usage
 - Boxed and provided to each site/suite
- Virus Response Designee
 - Place and receive orders
 - Store, inventory, distribute
- Please notify supervisor or Virus Response Designee if you need a supply or are running low.



Three Types of Supplies

- 1. PPE:** Surgical masks, N-95 and KN-95, Face Shields, gloves, gowns/suits
- 2. Cleaning Supplies:** Disinfectant spray, all-purpose spray for kitchenettes, paper towels, food grade gloves for kitchenettes and cleaning, hand soap
- 3. Other Supplies:** Tissues, hand sanitizer, vehicle seat covers, portable chairs

- Send your questions, comments, concerns and Together We Can Stories to COVID19-Questions@ceicmh.org
- View the CEO COVID-19 Updates via email, or [intranet](#)
- View the fast track self-screening at Sparrow.org/OccHealthScreening
- Employee Assistance Program Plus
 - 877-595-5284
 - guidanceresources.com, App: GuidanceNow, Web ID: EAPComplete
- Our **Voices — Consumer Newsletter** is released weekly. View or download it from [here](#) on our website
- See the newsletter and more on the CMHA-CEI [COVID-19 webpage](#)

- **CMHA-CEI Pandemic Protocol Directory for COVID-19 Virus**
 - [Click here to view on CMHA-CEI Website](#)
 - [Click here for Intranet link](#)
- **Screening Documents - Meeting In-Person in Community or Homebased, [click here for Intranet link](#)**
- **Staff Self Screening Log, [click here for Intranet link](#)**
- To view CMHA-CEI COVID-19 communications, guidance, and resources, [click here for the Intranet COVID-19 folder](#)
- CMHA-CEI has developed a COVID-19 Support Line available to anyone in Clinton, Eaton, or Ingham counties, Monday-Friday from 8:30a – 4:30p at 517-237-7100

Additional Resources

The most up-to-date and accurate information about COVID-19 can be found through local health departments and the CDC. Visit the websites of the following agencies.

- [Centers for Disease Control and Prevention](#)
- [Michigan Dept. of Health and Human Services](#)
- [Ingham County Health Department](#)
- [MIOSHA](#)

Key Local Contacts

- COVID19-Questions@ceicmh.org
- **CMHA-CEI Human Resources Department**
 - HR Hotline: 517-237-7087, M-F 8a-5p
 - Email: hr-leaves@ceicmh.org
- **CMHA-CEI Nurse line**
 - 517-515-2147, M-F 8a-5p
 - After hours: 517-243-0635
- [Ingham County Health Department](#)
- [Barry-Eaton District Health Department](#)
- [Mid-Michigan District Health Department](#) (Clinton County)

Questions About COVID-19?

MDHHS has launched several statewide platforms to answer questions about Coronavirus Disease 2019 (COVID-19) and to keep residents up to date as information continues to change rapidly during the outbreak.



Call the COVID-19 Hotline at 888-535-6136, seven days a week from 8 a.m. to 5 p.m.



Email COVID19@michigan.gov 24/7. Emails will be answered seven days a week, 8 a.m. to 5 p.m.



Subscribe to e-newsletter updates at Michigan.gov/Coronavirus.



Visit Michigan.gov/Coronavirus for the latest news and information.

Together We Can

- Thank you for all you do for our agency and community!
- If you have any questions about information in this training, contact your supervisor or email COVID19-Questions@ceicmh.org
- Together we can stay safe and healthy!

