

## Reopening Plan Pacific Medical Resources

### Topics for Employee Training

Employees should be provided with information about COVID-19, including the CDC guidelines on symptoms and screening. Everyone at your workplace should know what symptoms to look for and when to seek medical attention. Employees should understand proper physical distancing, hand washing and the use of face coverings inside and outside of work. Other personal protective equipment (PPE) that is specific to your work situation should also be included.

What trainings specific to your business will you provide to your employees? \*

Signs and symptoms of COVID. When to come to work and when not to come to work. How don and doff PPE. Proper hand hygiene. Keep hands away from face. How to care for individuals while maintaining social distancing. CDC recommendations around travel. Shelter in place orders

Items to consider:

- o Information on COVID-19, preventing spread and who is especially vulnerable.
- o Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- o The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell or if they or someone they live with have been diagnosed with COVID-19.
- o When to seek medical attention.
- o The importance of hand washing.
- o The importance of physical distancing, both at work and off work time.
- o Proper use of face coverings.
- o Information on leave and workers' compensation benefits.
- o Worksite-specific exposures and PPE/control measures specific to your business – e.g. plumbers or janitors may be exposed to COVID-19 in sewage; HVAC workers may be exposed to airborne COVID-19

### Plan Elements

#### Individual Control Measures and Screening

Everyone entering the facility should be screened for symptoms, and employees with symptoms should stay home from work. Employers should provide appropriate protective equipment and

convenient facilities for handwashing. Employers can also consider providing disposable gloves to supplement frequent handwashing and sanitizing. Face coverings are required for employees. Employers should provide them and require their use. Face coverings must not be shared.

How will you make sure your employees are healthy, and what protective equipment will you provide for them? \*

Before each shift all employees, caregivers, and any staff that enters a clients home or office answers a COVID symptom screening questionnaire. If they answer yes to any of the questions they are to go home and not start a shift.

No one goes to work if they are feeling ill.

COVID test 25% of our employees every week when in the purple zone.

Temp check all employees before shifts. Thermometers are washed between each use and are inferred no contact thermometers.

Quarantine those who travel out of the county for 14 days before returning to work

Quarantine those who are sick for 10 days past their last symptom and they have to have a negative COVID test

We provide facial coverings in the form or N95 masks, surgical masks, cloth masks, face shields, isolation gowns, shoe covers.

We provide hand sanitizer, and gloves.

Have nurses and caregivers wipe down common areas before they start their shift and at the end of their shift

Items to consider:

- o Screen employees for symptoms. Send sick employees home.
- o Provide convenient facilities for frequent handwashing and use of hand sanitizer.
- o Consider providing gloves as a supplement to frequent hand washing for cleaning or other tasks which involve handling commonly touched items.
- o Provide face coverings and make sure they are used properly.
- o Provide trade-specific PPE as needed.
- o Post signage to remind the public to wear face coverings and practice physical distancing.

Plan Elements

Cleaning and Disinfecting Protocols

Facilities should be cleaned and sanitized regularly. Any equipment that must be shared between employees, or handled by more than one person, should be cleaned and sanitized between users. Utensils in employee break rooms should not be shared. Employers should

allow extra time during work shifts for employees to do deep cleaning. Employers should post signs as visual reminders of procedures.

How will you make sure your facilities are cleaned and disinfected frequently? What sanitation products will you provide to protect employees? \*

Our offices are deep cleaned weekly by Restif Cleaning Agency, and all common area wiped down daily with CDC recommended cleaning agents

Our clients homes are deep cleaned with the CDC recommended cleaning agents weekly and all common areas are wiped down before and after the start of each shift.

We provide Chlorox Disinfecting Wipes, Lysol Spray, Bleach

If there is an administrative office that has a potential exposure the office is shut down for 3 days and no one enters. The cleaning company comes in and does a COVID deep cleaning, and no one enters for three days.

Any equipment that is shared is cleaned and sanitized with chlorox wipes or rubbing alcohol wipes before and after use.

Employees eat at their desks that are spaced 6 feet apart.

If an employee has to eat at a clients house it is at least 6 ft apart from the client. They do not share the clients silverware they bring their own

CDC approved signs for hand hygiene, proper PPE, Social Distancing

Humboldt County's recommendation for facial coverings signs posted

Minimum capacity signs posted

Items to consider:

- o Perform thorough daily cleaning and disinfecting of high traffic areas and commonly used surfaces. Use approved products and follow the directions: Environmental Protection Agency (EPA)-approved.
- o Clean and sanitize shared equipment when transferred to a new customer or employee.
- o Provide time for workers to implement cleaning practices during their shift.
- o Post signs in workplace and common areas emphasizing basic infection prevention measures, including posting hand-washing signs in restrooms.
- o Discontinue use of shared food and beverage equipment in employee breakrooms.
- o Consider upgrades to improve air filtration and ventilation.

Plan Elements

Physical Distancing Guidelines

Employers should arrange the workplace to assure proper physical distancing between employees and between employees and customers. Strategies may be business and facility-dependent – no two businesses are exactly the same. Some strategies are physical partitioning, visual cues such as floor markings, separating entrances and exits,

pick-up/delivery, staggering work hours, customer appointments, limiting building occupancy, or reconfiguring work spaces.

What physical distancing measures will you implement for employees and customers working at your site? \*

All caregivers and nurses have been taught to give distance from as far away as possible but still ensuring client is safe.

There are provided proper PPE as stated in previous

At the office desks are arranged more than 6 feet apart and when possible all doors are closed between offices

No face to face appointments are being completed at this time.

All appointments are being held outside.

If an employee needs to pick something up or drop something off it is done with a contactless delivery method.

Offices are being deep cleaned by a professional cleaning company-Restif

High traffic areas and common areas are wiped using CDC recommended cleaning products, daily

Entrances and exits are wiped down every time one of us leaves or comes in.

There are only 3 people in the office at a time

Before going to desk employees take temperature and answer an employee screening questionnaire

Windows are opened during the day for extra ventilation

Door remain locked at all times

All staff meetings and trainings are being done via zoom

If there is a face to face appointment that needs to happen there are plastic partitions up

25% of office staff to be tested for COVID once per week, despite being symptomatic or not

Items to consider:

- o Implement measures to ensure physical distancing by at least six feet between and among workers and customers, using measures such as physical partitions or visual cues (e.g., floor markings, colored tape or signs to indicate to where workers should stand).
- o Use Plexiglas or other barriers when physical distancing cannot be maintained.
- o Use an appointment system, stagger appointments and reduce walk-in traffic.
- o Clearly mark areas where customers or employees queue to maintain physical distancing, or use alternative entry requirements.
- o Have customers wait outside where possible, such as “no- contact” pick-up or delivery or curbside payment. Designate drop-off and pick-up locations away from high traffic areas.
- o Separate entrances and exits if possible. Prop doors open if they do not open and close automatically.

- o Stagger shifts, split or rotate work schedules and stagger employee breaks, in compliance with wage and hour regulations, to minimize employee overlap and maintain physical distancing protocols.
- o Reconfigure reception and waiting areas, lobbies, workstations and employee break rooms to allow for at least six feet of distance. If employee breakrooms cannot allow for physical distancing, close them and provide an alternative break site outdoors.
- o Establish directional hallways and passageways for foot traffic, if possible, to eliminate customers and employees from passing by one another.
- o Adjust any staff meetings to ensure physical distancing and use phone or webinars if possible.
- o Limit the number of people in enclosed areas.

#### Plan Elements

#### Services that Require Entry to Residential, Commercial or Public Buildings

Continue doing as much work remotely as possible. If employees must enter other buildings, employers should provide hand sanitizer and facial coverings. Call ahead to verify that your employees will not be entering spaces where people are sick or where people have been exposed to someone who is sick. Encourage employees to leave a site if it isn't safe.

What steps will you take to ensure worker safety in other buildings and spaces?

Temperature checks at the beginning of each shift before entering the building

Employees complete a COVID screening questionnaire before each shift

Face Coverings are provided

Hand sanitizer is provided

Other PPE as recommended by CDC depending on the situation that the employee might be entering into

If an office has been shut down, each employee needs to call the Director of Pacific Medical Resources and schedule a time to be in the office.

Remind people that they need to have a face covering on before entering the building, that they need to wash hand frequently, maintain social distancing

Items to consider:

- o Workers should be provided hand sanitizer and should wear face coverings while on the premises.
- o Contact customers in advance to confirm the appointment and ask if anyone on site has any symptoms, has been sick or been exposed to someone who has been sick. Reschedule to at least 10 to 14 days in the future if the answer is yes.

- o During the advance call, request customers use face coverings during the appointment and emphasize the importance of physical distancing from the worker.
- o Use talking points for workers to use upon arrival on-site to determine if it is safe to enter the building. Allow workers to call a “safety stop.”
- o Provide virtual customer service support where possible.
- o Conduct virtual safety briefings weekly or as needed.

#### Plan Elements

#### Considerations for Homeowners and Building Residents

Residents must postpone non-emergency services if there are sick persons in the home. If services must be performed when a sick person is present, the residents will need to take extra steps to assure that your employees are safe in addition to physical distancing.

What will you need to discuss with residents who may be sick?

If a client becomes ill there will be a cut in staff down to 2 people for a 24 hour client and 1 person for a client not requiring 24 hour care.

The person caring for the client will be provided with N95 mask, face shield, isolation gown, 3m respirator, CDC recommended cleaning agents, hair covers, and shoe covers.

All non essential care and appointments are halted

Temp checks 2 times per day

Allow the windows to be open to allow for ventilation within the comfort of the client

Maintain social distancing

COVID test the client

Use disposable dishes

wipe down common areas after each use

keep sick person in one room as much as possible

If the caregiver working with client can not quarantine at home PMR will provide a hotel for them until client has been cleared of illness

No one who is not essential to the client's care will be allowed in the home

If someone has to come in like a repair man they will be told that the person in the home is sick and they will be provided with the full list of PPE mentioned above.

The sick person will not be allowed in the area that repair man or other person may be in

All family and friend visits will be done Virtually

Administrative staff will be doing the grocery shopping for the client and caregivers and doing a contactless drop off

Medications will be picked up from the pharmacy by administrative staff and will be delivered via contactless delivery

CDC recommended cleaning agents are provided to the client and caregiver with contactless delivery

If client is COVID positive only thing that changes is that there will be one caregiver and one nurse(if indicated) caring for the client and they will live at the clients home with them until cleared by Public Health

We would follow all Public Health's Recommendations

PMR would contact all other agencies that are involved with the clients care

Items to consider:

o Homeowners and residents must postpone all non-emergency, in-home services if there are any COVID-19 positive persons, persons with COVID-19 symptoms, or persons under quarantine in the residence.

o Businesses should ask if any COVID-19 positive persons, persons with COVID-19 symptoms, or persons under quarantine in the residence are in the home before performing emergency in-home services and take measures to minimize exposure risks to any person entering the home. These measures include requesting that the homeowner or resident:

- Air out the home if weather permits.
- Clean and disinfect surfaces in areas where the service person may work or need to access.
- Maintain physical distancing of at least six feet when letting the service person into the home.
- Wear face coverings at all times during the visit, unless it is medically contraindicated.
- Stay out of the area where the repair person will be working.

Plan Elements

Considerations for Services that Operate Out of Vehicles

Employees must use hand sanitizer when arriving at a worksite, clean and disinfect their vehicles regularly, and clean and disinfect delivery equipment (e.g., refrigerator dollies) after each use. Employees should be instructed to avoid touching surfaces while making deliveries or providing services.

What will your business need to do to ensure safe vehicles?

Caregivers that transport client have clients in clean clothes when they get into their cars

CDC recommended strength hand sanitizer and clean agents available in the care

Clients and caregivers wear facial coverings the whole time they are in the car or around each other

Make sure that the client uses the restroom before leaving the home to cut back on the places that they have to visit

Contactless delivery and pick up at all times

If caregiver is taking client to do laundry clients clothes are placed in a plastic bag and the bag is replaced with a clean one once the clients clothes are cleaned

Caregivers wear gloves, facial coverings, and isolation gowns when helping do clients laundry

Caregivers use their own cars and do not share cars. Caregivers sanitizer the passenger side and any surfaces the client may touch before and after client use. At this time the only time a client is getting into a caregiver car is for essential activities like doctors appointments and grocery shopping.

Items to consider:

- o All work trucks and vehicles must have hand sanitizer available and all workers should sanitize their hands when arriving on-site.
- o Provide workers with an adequate supply of materials required to clean and disinfect frequently touched surfaces of the delivery vehicle. Provide lined trash receptacles to be placed in delivery vehicles.
- o Clean and disinfect the cabs and touch points of work trucks and vehicles.
- o Where physical contact with delivery-related items cannot be avoided, wipe down and disinfect equipment shared with customers after each use.
- o Workers should limit contact with frequently touched surfaces during deliveries.
- o Inform workers where they can access hand-washing materials and provide hand sanitizers.
- o Provide alternative restroom locations in case the normally accessible ones on the route are closed, and allow time for use.
- o For linen services, place dirty linens in closed, non-porous containers and wash at a high temperature, then stored in a closed cabinet or covered shelving.

Plan Elements

Considerations for Auto Repair Shops

Employees shouldn't share tools unless they are sanitized between each use. Use a "drop box" system to limit personal contact with customers; if customers must come on site during business hours they should be instructed to wear a face mask. Customers should remove all personal items from vehicles. Sanitize keys, fobs and the vehicle before and after service. Use contactless communication and payment whenever possible.

What will your business do to assure safety for employees and customers?

Items to consider:

- o Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use.

- o Allow for customers to drop off and pick up vehicles after hours using a “night drop” box or slot to limit personal contact and consider allowing use of a drop box style system during working hours.
- o Request customers to wear face coverings when dropping off the vehicle and interacting with workers. Request that customers remove personal items from the vehicle. Ask customers not to bring others with them.
- o Discontinue any customer pick-up or drop-off services and ensure customers know that they are responsible for their own travel to and from the repair shop.
- o Thoroughly clean the surfaces in the cab of any shared vehicle whenever a new driver uses it.
- o Sanitize keys, key fobs and the vehicle before and after servicing a customer’s vehicle. Wipe down all surfaces and controls touched by the driver or technician.
- o Communicate with customers via text, email or phone to provide estimates and get repair authorizations. Implement digital vehicle inspections, where possible, to identify service needs and provide estimates
- o Close waiting rooms if possible, or reconfigure the space to maintain physical distancing.
- o Remove amenities, such as magazines, coffee, water and self-serve stations (unless touchless), from waiting areas.

#### Plan Elements

#### Considerations for Car Washes

For automated/drive through car washes, assure that customers wait in line in their cars and do not congregate. For self-service car washes, provide disposable gloves for customers and sanitize touch surfaces (hoses, wands) between uses. For in-person services, space appointments to avoid customer overlap and assure physical distancing of employees performing washing/detailing.

What will your car wash do to ensure safety?

Items to consider:

- o Regularly clean payment terminals, vacuum hoses, bay guns, wash selector equipment, vending machines and cleaning machines and high traffic areas like waiting rooms or lounges.
- o Consider requiring customers to make reservations for in-person services that are not automated, e.g. detailing.

- o Request customers to bring and use face coverings during the appointment and ask that customers remove personal items from the vehicle. Ask customers not to bring others with them.
- o Ventilate vehicles with a blower and recirculate air through the vehicle before workers clean them.
- o Limit interior vehicle cleaning to one worker at a time.
- o Clean vacuum nozzles after every use.
- o Customers should line up in their cars at facilities with automated car washing and not exit the vehicle.
- o For self-serve car wash operations, remove dirty towels or cloth wipes after each customer interaction. Place them in a closed container where they cannot be used again until properly laundered.
- o For self-service car washes, provide disposable gloves for customers to use when handling hoses, wands, vacuum hoses and other cleaning devices. Frequently clean and disinfect these surfaces.
- o Close waiting rooms if possible, or reconfigure them so that physical distancing can be maintained.
- o Remove amenities, such as magazines, coffee, water and self-serve stations for customers.

#### Plan Elements

#### Considerations for Cleaning and Janitorial Services

Employees should not share equipment or tools. Employers must notify employees if they are working in an area where an infected person has been, and take measures to limit the employee's exposure.

Employees should maintain physical distancing, use approved cleaning/sanitizing products, and be supplied with appropriate PPE.

What will your janitorial business do to assure employee safety?

Items to consider:

- o Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use.
- o Tell janitorial or custodial workers if they are going to be working in a location where an infected person has been so they can take the necessary precautions to protect themselves and can provide needed cleaning and disinfecting services.

- o Ventilate any area where an infected person has been, according to Table 1 in the Guidelines for Preventing the Transmission of Mycobacterium Tuberculosis at 99.9% removal efficiency before workers can enter.
- o Provide proper PPE and hazard training before janitorial or custodial workers are asked to disinfect an area with known COVID-19 confirmed cases.
- o Train all workers to use and provide an adequate supply of all-purpose cleaners and disinfectants when needed.
- o Follow Cal/OSHA requirements and manufacturer instructions for safe use and required personal protective equipment for cleaning products.
- o Provide enough ventilation (air flow) in areas when disinfecting.
- o Provide bandages or other items to cover any cuts, scratches or open wounds.
- o Remind customers to maintain six feet of distance from workers.

#### Plan Elements

#### Considerations for Pet Services

Use contactless methods of payment and of transferring pets into and out of care. Stagger appointments to avoid customers congregating. Limit the number of employees in your facility to assure physical distancing between employees. Employees should not work when sick, and they should not provide service for animals whose owners are sick.

What will your business do to keep your employees safe?

Items to consider:

- o Require customers to make reservations and stagger appointments.
- o Use a contactless process to have customers drop off pets.
- o Use slip leads to transfer pets to and from grooming services, and do not handle anything belonging to pets.
- o Place tape on the grooming room floors and other areas to indicate where customers should stand and where groomers can walk. Maintain six feet of distance between people, including fellow groomers.
- o Limit the number of groomers in the facility.
- o Dog walking services should maintain regular contact with customers to ask about any such issues if not told by the customer in advance. If the dog walker or pet owner has any

COVID-19 symptoms, has been sick, or has been exposed to someone who has, cancel dog walking services.

- o Limit interactions with pet owners for dog walking. Discuss important pet care details virtually or use six-foot physical distancing for any in-person interaction.
- o When the pet owner is not home, they should make sure the pet is easily accessible and should gate the pet near the entry area whenever possible.
- o If the pet owner is dropping the dog off at the dog walker's residence, the dog walker should ensure the drop-off occurs at the home's door or, in a multi-family building, an established common area, preferably outdoors.
- o When possible, the dog walker should bring and use their own lead and disposable waste bags. Clean and sanitize all materials, including leads, food containers, water, and food bowls before and after a walk.

#### Plan Elements

#### Considerations for Landscaping and Yard Maintenance Services

Use contactless methods of payment and of transferring pets into and out of care. Stagger appointments to avoid customers congregating. Limit the number of employees in your facility to assure physical distancing between employees. Employees should not work when sick, and they should not provide service for animals whose owners are sick.

What will you do to keep your landscaping employees safe?

Items to consider:

- Minimize or eliminate use of shared equipment and tools. If tools are shared, sanitize between each use.
- Avoid contact with touch points at the jobsite.
- Whenever possible, workers should drive separately to job sites unless a vehicle is large enough to maintain social distancing.
- If workers meet at a central location and travel to job site in company-owned vehicles, assign one truck to one crew and do not rotate the vehicle. The vehicle cab and all touch points should be cleaned at the end of each work day.
- Eliminate customer contact whenever possible. When customers are present, maintain six-foot social distance at all times. Announce yourself by phone instead of ringing the doorbell. Take payment over the phone or online, if possible.

#### Plan Elements

#### Considerations for Laundry Services

Employees should receive laundry in a sealed bag, and not touch it for at least 24 hours. Employees should handle laundry with gloves, and wash hands frequently. For self-service laundromats, the number of users should be limited to assure physical distancing and customers should be encouraged to wear facial coverings. Use contactless payment methods whenever possible, and sanitize all high touch surfaces frequently.

What laundry services procedures will you implement to protect employees and customers?  
Items to consider:

- Garments should be brought in a sealed bag and left sealed for at least 24 hours and handled as little as possible.
- Avoid shaking the garments once they are removed from the bag. Workers should wear disposable gloves and wash hands before wearing and after removing them.
- Disinfect counters, pay terminals and other commonly touched items between each customer visit.
- Limit the total number of customers in laundromats to ensure physical distancing can be maintained.
- Properly clean and disinfect any containers that are used to transport clean linens, if previously used for soiled linens. Label containers appropriately.

Plan Attestation

I, the undersigned, do hereby swear, certify and affirm that this place of business: \*

✓

has performed a detailed risk assessment and implemented a site-specific protection plan.

✓

trains employees on how to limit the spread of COVID-19, including how to screen themselves for symptoms and stay home if they have them.

✓

implements individual control measures and screenings.

✓

implements disinfecting protocols.

✓

implements physical distancing guidelines.

Signed: \*

By typing your name here you agree that all data entered in this form is true. After approval of your plan, you will be e-mailed a Facility Compliance Certification to display in your place of business.

Brianna Handl RN DOPCS