


Category:	Workplace	INCA Community Services Personnel Policy 
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References:	CDC Web site	
Responsible:	Program Directors, Human Resource Manager, Executive Director, Management Staff	

COVID-19 Policy

Purpose

The health and safety of our staff and the individuals we serve are of the utmost importance, so it is imperative that we have guidelines in place to protect any individual who might be exposed to an employee who may have or has contracted COVID-19. All employees must follow these guidelines to safeguard and prevent the spread to others.

Policy

This policy includes the measures the agency is actively taking to mitigate the spread of COVID-19. Employees are required to follow all the rules within this policy diligently in order to sustain a healthy and safe workplace in this unique environment. It's important that all employees respond responsibly and transparently to these health precautions. All private health and personal data is treated with high confidentiality and sensitivity.

COVID-19 Policy is susceptible to changes and will follow the Center for Disease Control and Prevention COVID guidance unless specified in the policy/procedure below. Current guidance for businesses and employers responding to Coronavirus Disease 2019 can be found at

<http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>. INCA's Head Start and Early Head Start will follow CDC's Early Childhood Guidance which can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/child-care-guidance.html>.

INCA will provide updates to all employees as soon as possible by email, text, direct contact, or link on the agency website (incacaa.org/covid19)

Assistance with Clients On-Site Policy

- Service recipients are not allowed to pass the restricted lobby in the main offices of each county.
- Service recipients needing one-on-one assistance or access to other areas in the office will be granted on a case by case on need and circumstance. All service recipients must adhere to mask and social distancing requirements at all times in any location within INCA offices and worksites regardless of vaccination status.
- Paperwork that does not have to have a signature can be completed over the phone or completed electronically (tablets, docusign, etc.) with the clients.
- If paperwork is completed over the phone, clients will be given a time they can pick up the service they were needing such as food banks, medical equipment, etc.

- All paperwork including that which requires signatures will be put into a designated area and employees who handle paperwork will utilize hand sanitizer after touching the documents.
- The lobby area will be sanitized on a regular basis throughout the day, and at the completion of each work day.

Electronic Signature

An electronic signature is a paperless method used to authorize or approve documents which indicates that a person adopts or agrees to the meaning or content of the document. During the pandemic electronic signatures may take the place of actual signatures on all documentation throughout the agency unless otherwise specified by a grantee or funder.

Contractors, Service Personnel, and Deliveries

Contractors and service personnel are essential to the operations of the agency. When needed they will be contacted to perform services.

- Contractors must provide proof of vaccination/self-certify or wear masks while interacting with staff. Social distancing of six feet must be maintained between staff and contractor/service personnel or deliveries.
- If work can be done after hours it must be. Keys can be given to contractors by the designated staff person on site in each of the counties.
- If work cannot be done while there is no staff in the building the following guidelines must be followed:
 - Avoid contact with staff or service recipients;
 - Must wear mask when in the same environment as staff or service recipients;
 - Must practice social distancing;
 - Communicate by telephone or appropriate social distancing with designated personnel.
 - Clean area that has been touched thoroughly before leaving.
- Staff members who are responsible for the work being done should ensure the office or area they worked in is cleaned and sanitized after their departure. All staff should adhere to all rules set forth for any type of contact with people during this pandemic.

Deliveries shall be handled the same as for contractors. Each worksite will designate the area where deliveries are to be placed. If they require a signature use best cleaning practices before handling pens pads.

Cleaning and Disinfecting Facilities

INCA will follow CDC's guidance on cleaning and disinfecting facilities and vehicles. See <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Closing and Cleaning of facility after confirm COVID case

- **If it has been fewer than 7 days** since the employee has been in the facility:
 - Close off areas that have been used by the sick person for long periods of time. Instances that could cause areas to be closed off:
 - Sick employees immediate office space.
 - Copying room where employee may have been for more than 10 minutes.
 - Common areas where employees could have been for more than 10 minutes.
 - Bathrooms that employees may have used.
 - Hallways if the employee was there multiple times throughout the day or if management has good reason to believe the area could be infected.
 - Open outside doors and windows to increase air circulation during the waiting period.
 - After 24 hours of the area being sealed off designated employees will
 - be required to wear gloves and masks to perform cleaning procedures.

- be cleaned using alcohol solutions with at least 70 percent alcohol or designated disinfectants effective against the coronavirus.
- take extra precautions to not touch their face or skin with gloves or until they have washed their hands thoroughly after disinfecting areas. Employees
- change masks and gloves after each hour of cleaning or when they change rooms for cleaning purposes.
- **If it has been 7 days or more** since the employee used the facility, additional cleaning and disinfection beyond routine efforts is not necessary.
- **The COVID Response team will identify potential workplace hazards** including:
 - Conducting an investigation by interviewing staff members
 - Assessing the workstations
 - Utilizing the camera system to assist with tracking contacts and identifying potential hazards to be corrected.

Employee COVID-19 Health Checks

INCA Community Service will have employees **self-screen prior to coming onsite** which is outlined in the COVID-19 Policy Guidance Agreement.

- Employee will not enter the worksite if any of the following are present:
 - [Symptoms](#) of COVID-19
 - Fever of 100.4 degrees Fahrenheit (oF) or higher or report feeling feverish
 - Undergoing evaluation for SARS-CoV-2 infection (such as pending [viral test](#))
 - Diagnosis of SARS-CoV-2 infection in the prior 10 days
 - [Close contact](#) to someone with SARS-CoV-2 infection during the prior 14 days.

If COVID cases escalate in service area, an electronic monitoring system will be implemented in which, prior to arrival at the facility, employees report absence of fever and symptoms of COVID-19, absence of a diagnosis of SARS-CoV-2 infection in the prior 10 days, confirm they have not been exposed to others with SARS-CoV-2 infection during the prior 14 days and confirm they are not undergoing evaluation for SARS-CoV-2 infection such as pending viral test (nucleic acid amplification test or antigen test),

When in-person health checks are necessary, staff will conduct them safely and respectfully and in a way that maintains [social distancing](#) of workers in and entering the screening area. Individuals shall not enter the worksite past the screening area if any of the following are present:

- [Symptoms](#) of COVID-19
- Fever of 100.4 degrees Fahrenheit (oF) or higher or report feeling feverish
- Undergoing evaluation for SARS-CoV-2 infection (such as pending [viral test](#))
- Diagnosis of SARS-CoV-2 infection in the prior 10 days
- [Close contact](#) to someone with SARS-CoV-2 infection during the prior 14 days

Head Start/Early Head Start will take the child's temperature upon entry. If the temperature is above 100.4 degrees the child will be isolated and the parent called to pick up the child. Parents will be instructed and sign agreement at enrollment that they will not send their child to school if any of the following are present:

- [Symptoms](#) of COVID-19
- Fever of 100.4 degrees Fahrenheit (oF) or higher or report feeling feverish
- Undergoing evaluation for SARS-CoV-2 infection (such as pending [viral test](#))
- Diagnosis of SARS-CoV-2 infection in the prior 10 days
- [Close contact](#) to someone with SARS-CoV-2 infection during the prior 14 days.

Personal Travel

Employees are encouraged to use their free time in any manner they see fit but as a precaution to travel and ensure safety in the workplace when you return.

The following guidelines are strictly recommendations for the CDC Guidance issued on June 10th, 2021. INCA does not maintain or enforce these recommendations but all employees should use as many precautions as possible.

Fully Vaccinated Employees:

If you are fully vaccinated, take the following steps to protect others when you travel:

- During Travel
 - Wearing a mask over your nose and mouth is required on planes, buses, trains, and other forms of public transportation traveling into, within, or out of the United States and while indoors at U.S. transportation hubs such as airports and stations. Travelers are not required to wear a mask in outdoor areas of a conveyance (like on open deck areas of a ferry or the uncovered top deck of a bus).
 - Follow all state and local recommendations and requirements, including mask wearing and social distancing.
- After Travel
 - Self-monitor for COVID-19 symptoms; isolate and get tested if you develop symptoms.
 - Follow all state and local recommendations or requirements.
 - You do NOT need to get tested or self-quarantine if you are fully vaccinated or have recovered from COVID-19 in the past 3 months. You should still follow all other travel recommendations.

Unvaccinated Employees:

If you are not fully vaccinated and must travel, take the following steps to protect yourself and others from COVID-19:

- Before you travel:
 - Get tested with a viral test 1-3 days before your trip.
- While you are traveling:
 - Wearing a mask over your nose and mouth is required on planes, buses, trains, and other forms of public transportation traveling into, within, or out of the United States and while indoors at U.S. transportation hubs such as airports and stations. Travelers are not required to wear a mask in outdoor areas of a conveyance (like on open deck areas of a ferry or the uncovered top deck of a bus). CDC recommends that travelers who are not fully vaccinated continue to wear a mask and maintain physical distance when traveling.
 - Avoid crowds and stay at least 6 feet/2 meters (about 2 arm lengths) from anyone who is not traveling with you.
 - Wash your hands often or use hand sanitizer (with at least 60% alcohol).
- After you travel:
 - Get tested with a viral test 3-5 days after travel AND stay home and self-quarantine for a full 7 days after travel.
 - Even if you test negative, stay home and self-quarantine for the full 7 days.
 - If your test is positive, isolate yourself to protect others from getting infected.
 - If you don't get tested, stay home and self-quarantine for 10 days after travel.
 - Avoid being around people who are at increased risk for severe illness for 14 days, whether you get tested or not.
 - Self-monitor for COVID-19 symptoms; isolate and get tested if you develop symptoms.
 - Follow all state and local recommendations or requirements.
- Visit your state, territorial, tribal or local health department's website to look for the latest information on where to get tested.

With-In-Area Travel

- Fully vaccinated employees are approved for with-in-travel;
- Employees who are not fully vaccinated will be limited to only mandatory travel and will follow CDC travel guidance.
- See INCA's Travel Policy for request procedures and approval.

Out of Area Travel

- Fully vaccinated employees are approved to travel out of the area with prior approval from the Executive Director or his/her designated representative. Employees shall follow CDC's Domestic Travel during COVID-19 guidance. See recommendations for fully vaccinated travelers: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-during-covid19.html>
- Unvaccinated employees will not be approved for business out of area travel unless necessary to meet requirement of job description and funding requirement. Travel must be pre-approved by the Executive Director. If travel is approved, employees shall follow CDC's Domestic Travel during COVID-19 guidance. See recommendations for unvaccinated travelers: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-during-covid19.html>

Coordination of COVID-19 Issues and the impact on the workplace

- The Human Resource Manager is the coordinator who will be responsible for COVID-19 issues. A COVID Response Team will be formed for each COVID-19 exposure. The Team will consist of the appropriate Program Director, site supervisor and Human Resource Manager. They will work closely to prepare and carry out a plan for each possible exposure to minimize the risk and impact on the agency. The Executive Director will be notified and briefed on all possible exposures and plans.
- The Human Resource Manager will be the primary contact with the local health authority for possible COVID exposures. The Head Start Director shall be the primary contact for the DHS Licensing.
- The Capacity and Communication Director will monitor state and local public health communications about COVID-19 and share with the Leadership Team. Will develop strategies to communicate with employees and the public and keep them updated as needed.

Employee/Program Participant Becomes Sick at Work

- Immediately separate employees who appear to have symptoms from others in the workplace and make arrangements for safe transportation to their home or to a healthcare facility.
- Contact the Human Resource Manager regarding employee isolation. Human Resources will contact the appropriate Director of the situation and possible contacts.
- If an employee/program participant does not have transportation, contact the JAMM Transit Operational Director to make arrangements for safe transportation.

Notification of COVID-10 and Removal from the Workplace

If an employee is sick and thinks or knows they have COVID-19 they should follow the CDC's guidelines at: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.

Notification

- INCA requires employees to promptly notify their immediate supervisor who will then notify the human resource manager when they have tested positive for COVID -19 or have been diagnosed with COVID-19 by a licensed healthcare provider.
- Employees who are sick or experience COVID-19 symptoms while at home or at work should communicate those to INCA pursuant to INCA's COVID-19 Policy, Section Possible Case or Exposure Procedures.

Removal from the Workplace

- INCA will immediately remove an individual from the workplace if they have received a positive COVID-19 test or have been diagnosed with COVID-19 by a licensed healthcare provider (i.e., immediately send them home or to seek medical care, as appropriate).
- An employee who has been removed from the workplace because of a positive COVID-19 test may be eligible to work remotely or in isolation. These eligibility determinations shall be made by the COVID Response Team.

Possible Employee Case or Exposure Procedure

The following steps will be utilized to assess and determine factors regarding a possible COVID-19 exposure:

Initial calls from employees who may have or have been exposed to COVID-19 may be to supervisor or program director. Upon report the Director will instruct staff to call Human Resource Manager.

First contact with employees - The HR Manager will complete a COVID-19 Health Survey with the employee; if any answers are yes and not related to an existing condition (asthma/allergies) they will be told to stay home until their case can be reviewed by the COVID Response Team. The Human Resource Manager will assemble the COVID Response Team to review the situation. The Director and Supervisor will be notified of the employee's absence.

COVID Response Team - will meet (virtually, phone, or email), review the answers to questionnaires and other information obtained during the initial interview with the employee, assess the risks and make a decision to best protect the staff, clients and classroom. This is a very important part of the process, each exposure/case must be considered individually. The COVID Response Team will follow the CDC's recommendations for quarantine and isolation:

https://www.cdc.gov/coronavirus/2019-ncov/your-health/quarantine-isolation.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fif-you-are-sick%2Fquarantine.html

Quarantine and Isolation

Once a decision has been made, the Human Resource Manager will contact the employee and give guidance on what steps need to be taken. The employee may not return to work without clearance through the Human Resource Manager.

Communications/Documentation

- Human Resource Manager will ask the employee:
 - to keep in contact during the quarantine,
 - to keep us informed about their health or family exposure which will assist in determining the return date,
 - to give us an emergency contact,
- If the employee does not contact within a couple of days of the initial proposed return date the Human Resource Manager will contact the employee concerning status.
- All communication must be documented. The Human Resource Manager will document all communications. Communicate through email with employees about decisions made.
- Documentation will be printed and put in the employee's HIPAA file.
- All positive employee cases will be documented and kept confidential.

Employees Work Site Exposure Determination

- **Determine which employees may have been exposed** to the virus and may need to take additional precautions:
 - Each facility will keep a log of all individuals entering the building with the time entered and the time exited. This will assist in the tracking of possible exposures.

- Upon notification of possible exposure Human Resource will contact appropriate leadership and supervisors to determine those employees and/or others who may have been exposed.
- A plan will be put in place to inform employees of their possible exposure to COVID-19 in the workplace, but maintain confidentiality.
- **Notification to employee of a confirmed COVID-19 case** will follow this process:
 - The Human Resource Manager or member of the COVID Response Team will inform employees of their possible exposure to COVID-19 in the workplace and will adhere to all confidentiality guidelines.
 - All confidential information will be protected as best as possible.
 - Employees who contract the virus will be told others may have to be informed for their health, safety and well-being.
- **Interview employee who had possible contact** using the following questions as guidelines:
 - Has anyone been less than 6 feet for more than 15 minutes from the person?
 - Were masks worn during the exposure time frame?
 - Do the employees have additional concerns?

Return to Work Criteria

For any employee removed because they are COVID-19 positive, INCA will keep them removed from the workplace until they meet one of the following criteria:

- The individual receives a negative result on a COVID-19 nucleic acid amplification test (NAAT) following a positive result on a COVID-19 antigen test;
- Meets the return to work criteria in CDC's "Isolation Guidance"; or
- Submits a written recommendation to return to work from a licensed healthcare provider.

Under CDC's "Isolation Guidance," and symptomatic individuals may return to work after all the following are true:

- At least 10 days have passed since symptoms first appeared, and
- At least 24 hours have passed with no fever without fever-reducing medication, and
- Other symptoms of COVID-19 are improving (loss of taste and smell may persist for weeks or months and need not delay the end of isolation).

If an employee has severe COVID-19 or an immune disease, INCA will follow the guidance of a licensed healthcare provider regarding return to work.

To return to work, an employee removed because they were COVID-19 positive shall submit documentation meeting the criteria of this policy to the Human Resource Manager.

Employee Leave Options due to exposure to COVID-19

Full Time Employees who have been exposed to COVID-19 and are required to quarantine will be allowed to use their sick and annual leave they have accumulated.

Full Time Employees who are in their introductory period (90 day) will be allowed to use their accrued sick and annual leave time during their quarantine period.

Employee Secondary Exposure

If an employee has had a secondary exposure and wishes to take time off work for voluntary quarantine and testing, you may request the usage of annual, sick, or unpaid time off for this purpose.

Secondary exposure is defined as being exposed to someone who has been exposed to someone else with a known positive diagnosis for COVID-19. This differs from direct exposure to someone with a positive diagnosis. COVID-19 testing is not currently recommended in cases of secondary exposure.

COVID Related Administrative Leave

Administrative leave will be considered for staff who have had a possible work exposure to COVID-19 and cannot work due to site or classroom closure. Exceptions will be when program funds are not available, payment of funds would jeopardize the stability of the program or agency, or funders guidance do not allow the employee position to be paid administrative leave.

General Safety

- During high exposure risks determined by the leadership team, employees must wear a mask while in the buildings, halls, classrooms, vehicles with other passengers, and when in close contact with other staff, clients, children, vendors, contractors, delivery personnel, and/or any other people. who are not vaccinated are required to wear masks throughout the buildings or when in close proximity to other staff members, contractors, volunteers, or the general public.
- During low exposure risk determined by the leadership team, Vaccinated employees may be in the building without a mask on but it is encouraged when unable to social distance. A vaccination card must be on file in the HR Department.
- Visitors/contractors/customers must wear masks or provide proof of vaccination. Mask will be furnished by the agency. It is the responsibility of the staff to maintain safety and furnish masks when needed.
- Employees/contractors/visitors showing symptoms of COVID-19 will be asked to leave the premises and return home.
- All in-person meetings will be limited, preferably all meetings will be held through virtual meetings or over the phone.
- Employees are to maintain a six feet distance between themselves and others when possible.
- Hand sanitizer dispensers have been installed throughout the offices and employees are encouraged to use them frequently.
- Employees should limit the use of other employees' equipment such as computers, phones, pens, and papers.
- Employees have been given all proper safety equipment and are encouraged or required to use it while on shift.
- Drivers must wear a mask while transporting passengers.

Communications Plan concerning COVID

All messaging being communicated both internally and externally should be clear, concise, informative, transparent and keep safety & well-being front and center.

INCA's goal with communication will be to promote an agency culture of health and safety, with the objective of overall workplace wellness. Communication and training provided will be easy to understand, and include accurate and timely information. Topics should include signs and symptoms of infection, staying home when ill, social distancing, cloth face coverings, hand hygiene practices, and identifying and minimizing potential routes of transmission at work, at home, and in the community. Communication mediums will provide information and training on what actions employees should take when they are not feeling well (e.g., workplace leave policies, local and state health department information).

Primary communication should originate from the Capacity Director and/or Crisis Communication Team to ensure consistency and validity of information. Communication is of the utmost importance and information should be disseminated to Staff, Community Members, Clients, Policy Makers, and Donors on a regular basis.

Crisis Communication Team

Capacity Director, Executive Director, Operations Director, HR Manager with input from program directors.

Internal Messaging

Internal messaging should focus on pertinent agency/program information, including agency information: office closures, availability of services, shifts in hours, how to keep updated, HR information, telecommuting policy, sick leave, mental health/self-care resources, compliance with local restrictions, and public health information. All communication to INCA staff, upon approval from leadership, should be administered by the Capacity Director and/or Crisis Communication Team through Constant Contact email marketing tool for consistency and validity. Program directors should advise staff that all official statements and updates will be shared in this manner. Staff can also be directed to incacaa.org/covid19 for updates.

External Messaging

External messaging should focus on pertinent agency/program information, including office/program closures, availability of services, mental health/self-care resources, compliance with local restrictions, how to help, how to make donations, and public health information. All approved communication to the public should be administered by the Capacity Director and/or Crisis Communication Team through social media channels(see social media guidelines below), INCA's website, and email marketing as necessary. The Capacity Director should work with leadership staff to develop a contact list from each program and community to ensure partners and stakeholders are kept abreast to any updates about INCA, including other service organizations, policy makers, and community members. External communication should be frequent and updated on a regular basis to reflect the latest information pertinent to the community and customers. INCA is a trusted source of information and consistency and accuracy of content is extremely important. Branding guidelines for all original content still apply to all Crisis and COVID-19 related communication. Staff are encouraged to share content from INCA's official social media channels and website.

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.