

MONTMORENCY  
COUNTY  
COMMISSION ON  
AGING

RETURN TO  
WORK PLAN

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## I. INTRODUCTION

At MCCOA, Montmorency County Commission on Aging, it is our priority to keep our employees and their families, in home service participants, home delivered meal participants, and congregate meal attendees healthy, especially in the midst of the COVID-19 pandemic. As such, we will abide by governmental guidelines when possible as we strive to balance public health concerns with the needs of our business. This return to work action plan details how we plan to reopen our business and still keep all of our employees safe to every extent possible. This plan, which pulls from Centers for Disease Control and Prevention (CDC) and Occupational Safety and Health Administration (OSHA) guidance, highlights the responsibilities of managers and employees, and outlines the steps MCCOA is taking to address COVID-19. For this purpose, the Executive Director will serve as the Return to Workplace Supervisor.

While we will implement various protocols to ensure your safety, it's up to you and your co-workers to execute on these protocols daily. By releasing this return to work action plan, MCCOA hopes to clearly communicate our plans moving forward, highlight workplace protocols in place to protect your safety and establish a level of comfort for all of our employees we ask to return to work or to continue to work.

We understand that every employee's situation is different and encourage those with specific risks or concerns to reach out to the Executive Director to discuss alternate arrangements, should they be necessary.

## II. RETURN TO WORK TIMELINE

Due to the evolving nature of the COVID-19 pandemic, creating an exact timeline for resuming "normal" operations is not feasible. MCCOA will continue to monitor applicable state and local guidance and determine next steps for reopening the office.

At this time, we've created a tentative phased approach for asking our employees to return to work. To remain consistent with federal guidance, our phased approach to reopening our office mirrors the guidelines included in the White House's [Opening Up America Again Guidelines](#).

## III. OFFICE CLOSURE

This is the current stage we are in, as state and local guidance prohibits gatherings of 10 or more people. At this time, our office will remain closed to non-essential employees, vendors and visitors. Select employees may be asked to work remotely.

### A. PHASE ONE

Under Phase One, the office may reopen. We will evaluate whether it is possible to open our office and permit a maximum of up to 10 essential employees to return to work. Social distancing protocols will be put in place and should be followed. However, any other employees who are able to do so should continue to remain home and work remotely. Under Phase One guidance from the government, nonessential travel should be avoided. Business-related travel will not resume until Phase Two.

## B. PHASE TWO AND THREE

Under Phases Two and Three, the office may reopen to more employees. Government guidance states that in Phase Two, gatherings of up to 50 people are permitted. As such, we will review our situation, consider opening our office and permit a maximum of 50 employees to return to the office. MCCOA will observe governmental guidelines related to occupancy and capacity given our office's square footage. Access to the office will be granted for job roles that are critical to business operations or for employees who are not able to work remotely.

Should we reopen our office in this limited capacity, social distancing protocols will be put in place and workplace modifications may be made to ensure social distancing can be maintained throughout the workday. The following protocols will be put in place to ensure social distancing:

**\*Staggered and monitored schedules:** MCCOA will implement a tracking system for employees to request and record their attendance in the office. Additionally, rotating schedules will be used until all restrictions are lifted to minimize employee contact.

**\*Workstation modifications:** MCCOA will modify the office layout to create at least six feet of distance between employee workstations.

**\*Prohibition of in-person meetings:** Until all social distancing requirements are lifted, MCCOA bans in-person meetings unless the 6-foot distancing is observed. Instead, employees should conduct virtual meetings. Employees who are in the office should avoid gathering in groups.

In addition to the protocols mentioned above, MCCOA may implement additional guidance during Phase Two and Three that is designed to promote workplace safety.

Finally, although governmental guidance dictates that nonessential travel may resume under Phase Two and Three, business related travel will remain banned. A travel approval workflow will be implemented once the majority of states have entered Phase Two and Three of the federal government's plan. Any employee who travels should follow self-isolation guidelines and not return to work during the isolation to ensure the safety of their peers.

## C. PHASE FOUR

Under Phase Four, the office may reopen to all employees and various protocols will be implemented to ensure the health and safety of our employees. At this phase, we may also consider resuming business related travel. For congregate meal service at the Atlanta, Hillman and Lewiston Centers, possible reopening may occur with limitations of ten people or less and social distancing, face coverings, appropriate PPE and hygiene best practices followed. During this period of time, no outside functions or activities will be allowed. Under Phase Four, Five and Six in-home services may resume following social distancing, face coverings and appropriate PPE and hygiene best practices.

## D. PHASE FIVE

Under Phase Five, the office may reopen to all employees and various protocols will be implemented to ensure the health and safety of our employees. At this phase, we may also consider resuming business related travel. For congregate meal service at the Atlanta, Hillman and Lewiston Centers, possible reopening may occur with limitations of thirty people or less and social distancing, face coverings, appropriate PPE and hygiene best practices will continue to be followed. During this period of time, outside functions and activities will be reviewed on a case-by-case basis. Under Phase Four, Five and Six in-home services may resume following social distancing, face coverings and appropriate PPE and hygiene best practices.

## E. PHASE SIX

For the first 60 days following Phase Six, the office may reopen to all employees and various protocols will be implemented to ensure the health and safety of our employees. At this phase, we may also consider resuming business related travel. For congregate meal service at the Atlanta, Hillman and Lewiston Centers, possible reopening may occur with limitations of thirty people or less and social distancing, face coverings, appropriate PPE and hygiene best practices will continue to be followed. During this period of time, outside functions and activities will be reviewed on a case-by-case basis. Under Phase Four, Five and Six in-home services may resume following social distancing, face coverings and appropriate PPE and hygiene best practices. The medical transportation program will be re-evaluated to determine when services will resume.

## F. CONSIDERATIONS

It's important to note that these phases are tentative and are subject to change based on state and local guidance, and the pandemic itself. Should an employee test positive for COVID-19 after the office reopens, our plan may change in an effort to protect our employees. In addition, if cases of COVID-19 spike again in our state or in our local area, we will consider whether to remain open or closed.

We recognize that each individual will need to make a personal decision as to when he or she is comfortable returning to the office based on individual circumstances. Please reach out to the Executive Director to discuss your personal situation.

## IV. WORKPLACE PROTOCOLS TO FOLLOW WHEN RETURNING TO WORK

MCCOA has implemented various workplace protocols designed to preserve the health and safety of our employees as they return to work. This section further explains these protocols. For additional information, please contact the Executive Director.

## V. EMPLOYEE SCREENING, EXPOSURE AND CONFIRMED ILLNESS PROTOCOLS

Keeping employees safe is our priority. To accomplish this task, we have created various procedures for screening employees who return to work, dealing with exposure to COVID-19, responding to a confirmed case of COVID-19 and reporting transparency.

### A. EMPLOYEE SCREENING PROTOCOLS

The Equal Employment Opportunity Commission permits employers to measure employees body temperatures before allowing them to enter the worksite. Any employee screening will be implemented on a nondiscriminatory basis, and all information gleaned should be treated as confidential medical information—specifically, the identity of workers exhibiting a fever or other COVID-19 symptoms should only be shared with members of company management with a true need to know.

MCCOA employees may be asked to confirm the status of their health as part of working in the office or providing services to participants. MCCOA reserves the right to implement a screening protocol for symptoms, such as temperature checks or signed certifications, at any point. Results will be tracked separately from any personnel records and will be kept confidential. This protocol will commonly be implemented upon initial

opening of the office, senior center or before providing participant services and as a response to a confirmed diagnosis. Office screening will be conducted by the Executive Director, In Home Service employees by the In-Home Coordinator and Senior Centers by each Head Cook. Employees unwilling to complete a screening will be required to work remotely.

### B. COVID-19 EXPOSURE AND CONFIRMED ILLNESS PROTOCOL

Employees who test positive for COVID-19 or believe they have been infected will be instructed to follow the advice of a qualified medical professional and self-quarantine. When self-quarantining, employees should:

- Stay away from other people in their home as much as possible, staying in a separate room and using a separate bathroom if available.
- Not allow visitors.
- Wear a face mask if they have to be around people.
- Avoid sharing household items, including drinking cups, eating utensils, towels and bedding.
- Clean high-touch surfaces daily.
- Continue monitoring their symptoms, calling their health care provider if their condition worsens.

Notably, employees who are symptomatic or who have tested positive should not return to work until the conditions outlined in the table below are met:

#### RETURN TO WORK CONSIDERATIONS

<b>Employee was symptomatic but was not tested for COVID-19.</b>	<b>Employee was tested for COVID-19.</b>
<p>The employee may return to work if:</p> <ul style="list-style-type: none"> <li>• They have not had a fever for at least 72 hours and have not used fever-reducing medication during that time.</li> <li>• Coughs and other symptoms have improved.</li> <li>• Seven days have passed since they first experienced symptoms</li> </ul>	<p>If positive, the employee may return to work if:</p> <ul style="list-style-type: none"> <li>• They no longer have a fever.</li> <li>• Coughs and other symptoms have improved.</li> <li>• They have received two negative COVID-19 tests in a row.</li> </ul> <p>If negative, the employee may return to work:</p> <ul style="list-style-type: none"> <li>• No fever, cough or other symptoms.</li> </ul>

When an employee tests positive for COVID-19, deep-cleaning procedures will be staggered. Furthermore, employees who have been in close contact with an individual who has tested positive for COVID-19 will be instructed to self-quarantine for 14 days.

### C. REPORTING TRANSPARENCY PROTOCOL.

Any MCCOA employee who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify the Executive Director immediately. The employee will be asked to assist with contact tracing. This information will be tracked separately from personnel records, and names will not be released. Depending on the circumstance, MCCOA will notify impacted employees if there is a confirmed case of COVID-19 in the workplace. MCCOA may elect to close the office for a period of up to 72 hours following a confirmed case to allow for natural deactivation of the virus. The District Health Department #4 will be immediately notified of a positive COVID-19 diagnosis. Any employees, suppliers or contractors that may have been exposed will also be notified within 24 hours of a positive employee test.

## **VI. SOCIAL DISTANCING PROTOCOL**

Employees should follow social distancing best practices while at MCCOA's facilities, including but not limited to workstations, conference rooms, and common areas. Specifically, employees are asked to:

- Stay 6 feet away from others when working or on breaks. Where a minimum distance cannot be maintained, engineering or administrative controls will be in place.
- Avoid job tasks that require face-to-face work with others when possible.
- Avoid contact with others whenever possible (e.g. handshakes).
- Avoid touching surfaces that may have been touched by others when possible.
- Distance themselves from anyone who appears to be sick.
- Avoid gathering when entering and exiting the facility.
- Follow any posted signage regarding COVID-19 social distancing practices.
- Disinfect their workspace often.
- Avoid touching their face.
- Avoid nonessential gatherings.
- Stagger lunches to limit the number of individuals in the break room.
- Avoid using common areas.

MCCOA may extend our social distancing guidelines after the office reopens. Please monitor your email and adhere to any additional guidance as it is provided.

## **VII. EMPLOYEE HEALTH AND SAFETY PROTOCOLS**

The success of our return to work action plan relies on how well our employees follow social distancing and health and safety protocols. As such, the following protocols have been implemented to ensure your health and safety. Please bring any concerns regarding the following protocols to the Executive Director immediately.

### **A. GENERAL EMPLOYEE HEALTH AND HYGIENE**

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home:

- Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically before eating.
- Cover coughs and sneezes.
- Avoid touching your eyes, nose and mouth.

To help employees remain healthy, MCCOA has hand sanitizer and disinfecting wipes available throughout the office. We have limited amounts of these supplies and will continue to restock as we are able to. It is suggested that employees wash their hands more frequently than normal. Additionally, key areas such as door handles, faucets, telephones, work stations, office machines, computer keyboards and computer mice will be disinfected on a daily basis.

Employees are strongly encouraged to wear face coverings when in public and when physical distancing of 6 feet or more cannot be guaranteed. MCCOA will provide the face coverings in accordance with CDC guidelines. It is recommended that employees wear face coverings when entering and exiting the building and when using common areas such as bathrooms, kitchens and the lobby. MCCOA will maintain a small inventory of disposable masks and gloves as a backup to employee-provided PPE. Inventory quantities will be regularly tracked and documented but cannot be guaranteed.

When employees are providing in home services to our clients the clients will be instructed to wear a face covering as well. Homemade and disposable face coverings will be supplied if available. Adherence to this protocol is in place to keep employees safe from potential exposure and if clients do not follow this protocol services may be suspended.

For nutrition staff, face coverings, hair nets, aprons and disposable gloves must be worn during the preparation and delivery of food. Staff will be encouraged to observe the six-foot distancing protocol when possible. The Atlanta, Hillman and Lewiston Centers are closed to the public and direct interaction with the HDM clients is discouraged.

In addition to face coverings, employees that provide personal care services must also wear a face shield, disposable gown, and shoe covers.

Finally, employees who are feeling sick are asked to stay home from the office. Employees who have symptoms of acute respiratory illness, should immediately seek medical attention and follow the guidance of a health care provider. Employees with symptoms are required to work remotely or take PTO. Employees who have been diagnosed with or are aware they've been directly exposed to COVID-19 should notify the Executive Director.

## **B. EMPLOYEE MENTAL HEALTH CONSIDERATIONS**

MCCOA understands that the COVID-19 pandemic has increased stress levels of employees across the country. We want to prioritize our employee's mental health during these uncertain times. As such, we have made every effort to ensure that the workplace is safe for employees to return to work and we are ready to discuss personal situations. Employees with concerns regarding their mental health should request additional resources from the Executive Director or Registered Nurse.

## **VIII. CLEANING AND DISINFECTING PROTOCOL**

### **A. OFFICE**

Employees should do their part to help keep the office as clean as possible by cleaning and disinfecting their workstations and surfaces they commonly use. Employees should also avoid using others workstations, tools and equipment. The copier will be relocated to a separate location to promote distancing and after each use it will be sanitized. Proper cleaning and disinfecting supplies will be provided by MCCOA. Employees should wash their hands with warm water and soap for at least 20 seconds after cleaning or sanitizing a surface. Each morning light switches, door handles, copier, fax, telephones, keyboards, mouse(s), faucets, and toilet handle will be sanitized. When entry/exit door is used, the door handle will be sanitized. Deep cleaning procedures will be followed on a regular basis.

All common use areas will be unavailable to staff. This includes refrigerators, coffee pots, toasters, water fountains, microwave, water cooler. Employees will bring in their own food, utensils and drink items. Signage will be posted restricted use of these items.

## B. SENIOR CENTERS

Employees should do their part to keep the senior centers as clean as possible by cleaning and disinfecting all public areas, kitchen areas, store rooms, restrooms and offices in addition to shared equipment. Employees should avoid using other workstations and equipment when possible. Proper cleaning and disinfecting supplies will be provided by MCCOA. All employees working within the senior centers are required to wear face masks, gloves, aprons, hair nets with MCCOA supplying the personal protection equipment.

When the senior centers are ready for opening the water fountain, coffee maker and ice machine will closed to the public and meal attendees. The 6' social distancing will be observed and entrances, exits and common areas marked to identify the distance and tables and chairs spaced appropriately. Use of the facilities will be restricted for events and programs until it has been determined that social distancing is no longer required.

For a person to attend a congregate meal service, prior registration must be made and confirmed with the Nutrition staff. If pre-registration is not made the person will not be admitted. Meal attendees will be screened for temperature, coughs and other symptoms by Food Service staff before granted entry. The Food Service staff will check in the person manually to eliminate the use of the MySeniorCenter computer by multiple users to avoid potential exposure.

To eliminate foot traffic congestion, cafeteria service will be suspended. Food service staff will serve the meal attendees at their tables and will clear the tables at the end of service. Beverages, soup, salad and dessert will also be served by the Food service staff to eliminate potential exposure.

## IX. OFFICE AND SENIOR CENTER PROCEDURES

In addition to the guidance outlined above, MCCOA has implemented the following workplace procedures to be followed until social distancing guidelines are lifted:

- **Deliveries:** The office deliveries will be left on the front deck. Deliveries to the Atlanta, Hillman and Lewiston Centers will be delivered to the rear entrance off the kitchen. All delivery personnel and MCCOA staff must wear a face mask and gloves when accepting deliveries.
- **Visitors:** Until further notice all nonessential visitors are prohibited from the office and centers.
- **Staff:** All staff, if granted access to the kitchen or senior centers, must observe social distancing and wear face masks and gloves as appropriate.

### SENIOR CENTERS:

- Advance registration must be made via on-line or telephone. No walk-in meal attendees allowed.
- MCCOA staff will meet meal attendees at the entrance and manually check off to confirm reservation and to limit the number of people granted entry.
- The donation box will be placed at the entrance and MCCOA staff will provide written receipts if required. **ALL MEAL ATTENDEES ARE REQUESTED TO HAVE THE APPROPRIATE CHANGE ON HAND TO LIMIT CONTACT.**

- Cafeteria style service will be suspended. MCCOA nutrition employees will serve meal attendees, including beverages, at their table. Staff will remove trays, dishes, cups and glasses from the tables for placement into the dishwasher and disposable items placed into trash. Tables and chairs will be sanitized afterwards.
- Soup and salad self-serve will be suspended and if offered, nutrition staff will serve.
- Disposable products will be used: packets that include salt and pepper, silverware and napkins, cups.
- Water fountains, coffee makers, ice makers, refrigerators/freezers and soup/salad bar will be closed off from use by meal attendees.
- Tables and chairs will be arranged to follow the 6' distancing requirement.
- All items will be removed from the tables. This is to include condiments, tablecloths, table arrangements or paper notices.
- No fundraising will be allowed, inclusive of raffles, bake sales, etc. to limit potential exposures.
- Entrance and exits will be clearly marked and 6' distance will be noted on the floor.
- Physical contact such as handshakes, hugs, kisses are prohibited.
- Meal attendees are encouraged to wash hands before and after meal service.
- Meal attendees are encouraged to wear face coverings at all times with the exception of when they are consuming their meal.
- No outside containers or bags may be brought onto premises. Removal of leftover food is restricted.
- Signs will be posted of the requirements and changes.

MCCOA may add to this list of workplace and senior center procedures as employees return to work and the centers are opened for congregate meal service. Employees should monitor workplace communications to ensure they're up to date on all health and safety communications.

## **X. CONCLUSION**

MCCOA looks forward to the future of our employees returning to work. The COVID-19 pandemic has created uncertain times and resulted in unprecedented workplace changes. As communicated throughout this return to work action plan, we are prioritizing the health of our employees and those of our participants every step of the way as we consider reopening our business's doors.

We will execute on our plan cautiously, following applicable state and local guidance as much as possible. We also understand that each employee's needs and situations will be different as our doors begin to open. Employees should discuss any concerns they have about returning to work as it relates to their personal health or situation with the Executive Director.

Finally, we ask that employees and board members be patient and understanding of the fact that the COVID-19 pandemic may require our return to work plans to change. Employees will be given as much notice as possible in the event of an unforeseen setback or office closure.

Employees and board members should direct questions regarding the content of this action plan to the Executive Director. Furthermore, while the strategies highlighted in this document can protect workers from COVID-19, it's important to follow CDC guidance at all times.

Drafted by:

Anna M. Rogers  
Executive Director