

CSCET Policy and Procedure, COVID-19, Effective 7/1/2020

1. All staff will follow CDC's Five Core Actions guidelines at all times and will require new members to follow these guidelines

- a. Physical Distancing
- b. Cloth Face Coverings within 6 feet of others
- c. Proper Handwashing
- d. Cleaning Surfaces
- e. Staying Home if Sick

2. Physical Distancing

- a. All members being seen in person must first sign a consent for in-person services during COVID-19.
- b. All staff will wear cloth or coverings in CSCET common areas whenever a member is present in that common area, and also whenever unable to consistently maintain six feet of physical distancing.
- c. All members will be instructed to wear face masks to enter the CSCET office and not to remove them unless given permission by CSCET staff.
- d. CSCET staff will arrange their meeting space (living room) to provide six feet of physical distancing between themselves and members.
- e. Disposable face masks will be provided for members who fail to bring masks to their appointment. Persons refusing to wear masks as directed will be asked to leave the office.
- f. Hours for meeting new members will be staggered so member appointments will not overlap.
- g. Posters will be displayed in CSCET offices from the Knox County Health Department directing everyone to follow the Five Core Actions for staying open safely. Posters from the Knox County Health Department encouraging 6 feet of social distance will also be displayed.

3. Member Monitoring

a. All members will be contacted **the day before their appointment** by admin staff or program staff and will be asked the following screener questions:

1. Exposure

- Have you been told to quarantine/isolate by a health care provider or the health department?
- Have you had face-to-face contact for 10 or more minutes with someone who has COVID-19?

2. Illness - Are you feeling ill and /or experiencing any of the following?

- Fever (have you had fever-reducing medication)?
- Cough, shortness of breath?
- Recent loss of sense of taste/smell?
- Vomiting or diarrhea within the past 24 hours?

If new members answer yes to any of these questions, they will be asked to contact their healthcare team, and to conduct their scheduled appointment via phone or Zoom video, not in-person.

b. All members will have their temperatures checked via a no-touch thermometer upon entering the CSCET office. If admin staff are present, they will conduct the check. If no admin staff are present, it is the program staff's responsibility to conduct the check. Persons with temperatures of 100 degrees Fahrenheit or higher shall be instructed to leave the office immediately and contact their doctor. Persons refusing the temperature check shall be instructed to leave the office.

c. Members will be asked the following screener questions following their temperature check:

1. Exposure

- Have you been told to quarantine/isolate by a health care provider or the health department?
- Have you had face-to-face contact for 10 or more minutes with someone who has COVID-19?

2. Illness - Are you feeling ill and /or experiencing any of the following?

- Fever (have you had fever-reducing medication)?
- Cough, shortness of breath?
- Recent loss of sense of taste/smell?
- Vomiting or diarrhea within the past 24 hours?

If new members answer yes to any of these questions, they will be asked to reschedule their appointment at CSCET and contact their healthcare team.

d. If new members test positive for COVID-19, they will not be allowed back into the CSCET office space until they are released to do so by their healthcare team and have tested negative for COVID-19 twice.

4. General Sanitation

a. Tissues, no-touch trash cans, soap, water, and hand sanitizer will be provided in all offices and common areas at CSCET.

b. Staff will sanitize or wash their hands after each member interaction.

c. Hand sanitizer will be available in the waiting rooms.

d. Staff will avoid touching other staff's equipment, including phones, desks, and other work tools, whenever possible. When not possible, hand sanitizer will be used prior to and after use of the communal item by all staff involved.

e. Shared services and equipment will be routinely sanitized throughout the day and between users.

5. Common and High Traffic Areas

a. Admin staff will develop a written plan for enhanced cleaning protocols, including who is responsible for each task. If necessary, business hours will be modified to allow for deep cleaning.

b. Pens and other communal items will be sanitized after each use.

6. Staff Monitoring

- a. All staff will conduct daily temperature self-checks prior to entering the office. Anyone with a temperature of 100 degrees Fahrenheit or higher may not enter the worksite and should contact their doctor.
- b. All staff shall also self-screen by answering the following questions prior to reporting to work each day:
 - i. Have you been told to quarantine/isolate by a medical provider or the health department?
 - ii. Have you had face-to-face contact for 10 minutes or more with someone who has COVID-19?
 - iii. Are you feeling ill and/or experiencing any of the symptoms of COVID-19 as listed by the CDC?
- c. If “yes” to any of the above, staff will not enter CSCET and should contact their doctor
- d. Any staff must quarantine/isolate and not come to the office if:
 - i. Positive for COVID-19
 - ii. Waiting for the results of a test for COVID-19
 - iii. A close contact with someone who has COVID-19
- e. Persons who are symptomatic may not re-enter the office until they are symptom free and fever-free for 72 hours without the use of fever-reducing medication and have been released from quarantine/isolation
- f. Paid Time Off policies will be flexible and non-punitive
- g. Staff privacy will be maintained by not unnecessarily sharing information with others about their illness. Health information is protected by federal law.
- h. Staff members will be allowed to return to the office when released to do so by their healthcare team after having tested negative for COVID-19 twice.

7. Tracking

- a. Staff will maintain records of all persons—staff and members who enter the CSCET office in order to track close-contact interactions. Dates, times and staff or member data will be kept in a file in the office of the Office Administration. Member information will include phone number, address and email address.

8. Monitoring and Emergencies

- a. CSCET will monitor and evaluate the incidence and trends for COVID-19 in the East Tennessee area on an ongoing basis, and policies and procedures will be modified as indicated or recommended by authorities on an ongoing basis.