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INTRODUCTION

The coronavirus (Covid-19) pandemic has interrupted our business practices and left a mark on our Universal family that we will never forget. The swift response by our teams at every level have transformed our service delivery and allowed the Company to continue providing quality care and rehabilitation to the vulnerable populations we serve. We want to thank every member of the Universal team for their hard work and dedication to our clients during this difficult time.

Our return to normalcy will not happen overnight, but will be a gradual effort of thoughtful, well-planned steps. It is important that we have a comprehensive action plan to mitigate risk and keep all of our clients and employees healthy and safe. This plan was developed with guidance from local, state and federal agencies including the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO) and the Department of Health. The executive leadership from all three states, in conjunction with Adam and Lisa, have shared resources, reviewed guidelines, discussed similarities and differences in our work sites, and have thought critically to determine the risks inherent in our particular type of service throughout every area and service we provide.

This plan will provide an overview of Covid-19 and general guidelines to follow as we prepare for a return to face-to-face interaction between employees and clients. Additionally, more specific protocols for each location will be developed and disseminated, as necessary. As the pandemic changes over time, addendums and memos to update and modify the plans set forth in this document will be disseminated to staff.

ABOUT COVID-19

Coronavirus Disease 2019 (Covid-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries, including the United States. The severity of COVID-19's international impacts and out-break conditions have risen to the level of a pandemic, which has affected every aspect of daily life.

Infection with SARS CoV-2, the virus that causes Covid-19, can cause illness ranging from mild to severe and in some cases can be fatal. Symptoms may include chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, sneezing, nausea or vomiting, diarrhea. Some people, referred to as asymptomatic cases, have experienced no symptoms at all.

According to the CDC, symptoms of Covid-19 may appear in as few as two (2) days or as many as 14 days after exposure.

According to the World Health Organization, current evidence suggests that COVID-19 spreads between people through direct, indirect (through contaminated objects or surfaces), or close contact with infected people via mouth and nose secretions. These include saliva, respiratory secretions or secretion droplets. These are released from the mouth or nose when an infected person coughs, sneezes, speaks or sings, for example. People who are in close contact (within 6 feet) with an infected person can catch COVID-19 when those infectious droplets get into their mouth, nose or eyes.

To avoid contact with these droplets, it is important to stay at least 6 feet away from others, clean hands frequently, and cover the mouth with a tissue or bent elbow when sneezing or coughing. When physical distancing (standing 6 feet or more away) is not possible, wearing a fabric mask is an important measure to protect others. Cleaning hands frequently is also critical.

People with the virus in their noses and throats may leave infected droplets on objects and surfaces (called fomites) when they sneeze, cough on, or touch surfaces, such as tables, doorknobs and handrails. Other people may become infected by touching these objects or surfaces, then touching their eyes, noses or mouths before cleaning their hands.

This is why it is essential to thoroughly clean hands regularly with soap and water or an alcohol-based hand rub product, and to clean surfaces regularly.

Some medical procedures can produce very small droplets (called aerosolized droplet nuclei or aerosols) that are able to stay suspended in the air for longer periods of time. When such medical procedures are conducted on people infected with COVID-19 in health facilities, these aerosols can contain the COVID-19 virus. These aerosols may potentially be inhaled by others if they are not wearing appropriate personal protective equipment. Therefore, it is essential that all health workers performing these medical procedures take specific airborne protection measures, including using appropriate personal protective equipment. Visitors should not be permitted in areas where such medical procedures are being performed.

There have been reported outbreaks of COVID-19 in some closed settings, such as restaurants, nightclubs, places of worship or places of work where people may be shouting, talking, or singing. In these outbreaks, aerosol transmission, particularly in these indoor locations where there are crowded and inadequately ventilated spaces where infected persons spend long periods of time with others, cannot be ruled out. More studies are urgently needed to investigate such instances and assess their significance for transmission of COVID-19.

Based on what we currently know, transmission of COVID-19 is primarily occurring from people when they have symptoms, and can also occur just before they develop symptoms, when they are in close proximity to others for prolonged periods of time. While someone who never develops symptoms can also pass the virus to others, it is still not clear to what extent this occurs and more research is needed in this area.

Limiting contact with people who are infected with COVID-19, frequent, thorough, hand cleansing and wearing a mask when at least 6 feet of physical distance can't be guaranteed, help to break chains of transmission.

Infected people can transmit the virus both when they have symptoms and when they don't have symptoms. This is why it is important that all people who are infected are identified by testing, isolated, and, depending on the severity of their disease, receive medical care. Even people confirmed to have COVID-19 but who do not have symptoms should be isolated to limit their contact with others. These measures break chains of transmission.

This is why it is always important to stay at least 6 feet from others, cover your mouth when you cough or sneeze with a bent elbow or tissue, clean hands regularly, and stay home if you become unwell or if

asked. In areas where there is widespread transmission, it is also important that people wear a fabric mask where physical distancing and other control measures cannot be implemented.

Physical Workplace Modifications

Because Covid-19 can spread through close contact, changes to employee offices, workstations and overall floor plans will be necessary. Some required modifications include:

- Separating desks and workstations to ensure six (6) feet separation between each desk and workstation
- Re-arranging exercise and other rehabilitation equipment to maintain social distance
- Adding partitions or plexiglass safeguards to create separation
- Closing or limiting the number of people in common spaces, such as break rooms, conference rooms, eating areas
- Creating a one-way flow of foot traffic where possible
- Using additional entrances, if available, to avoid crowding of people upon entrance and exit
- Posting signage around the building to remind everyone of social distancing protocols
- Conducting meetings via *Zoom* to avoid contact
- Keeping doors and windows open, when possible, to increase fresh air flow
- Cleaning and replacing air filters in ventilation systems

Any Company location that provides client services, must designate a room for temporary quarantine. This room is to be used in the event that a client is showing signs and symptoms of Covid-19 and needs to wait for transportation.

***See Appendix A for Quarantine Room Protocol

Cleaning and Disinfecting

One of the most important steps we can take to prevent the spread of Covid-19 is to clean and disinfect our workspaces correctly and often. Some steps to take include:

- Having the building deep cleaned and disinfected by a professional cleaning company before re-opening.
- Continuing with regular office cleaning, preferably after hours, if possible.
- Creating a daily schedule of cleaning and disinfecting of all surfaces.
- Cleaning exercise and other rehabilitation equipment after each use.
- Designating staff to coordinate and ensure that daily disinfecting is taking place.
- Use cleaning products that are an EPA-registered disinfectant for use against SARS-CoV-2.
- Provide cleaning products for each room, if possible, to avoid sharing of products.
- Be sure that everyone who is cleaning is wearing a mask and gloves while cleaning and that gloves are removed immediately when finished, and that their hands are washed.

- Areas to focus on should include,
 - Entryways and exits
 - High-touch common surfaces (e.g., light switches and plate covers, doors, cabinets, sinks, railings, countertops, refrigerators
 - Employee and client workstations
 - Exercise and rehabilitation equipment
 - All other hand-held equipment and devices

Social Distancing

In addition to the workplace modifications to promote social distancing, every employee is responsible for maintaining the six (6) 6 foot physical distancing, whenever possible. **However, the nature of our business will require, at times, for employees and clients to be within close proximity of one another in order to provide therapy and direct care services. During those times, it will be essential for employees to be using the proper Personal Protective Equipment (PPE) as well as clients, if tolerated. (See below – PPE).**

Some things to consider regarding social distancing:

- Maintain six (6) foot distance from others whenever possible
- No physical touching (handshakes, hugs, fist pumps, high-fives, etc.)
- Wear gloves and other PPE if needed, when touching clients during care or therapy
- Consider staggered schedules of employees and clients
- Consider staggering breaks and lunch times
- Consider use of outside spaces for therapy sessions

Personal Protective Equipment (PPE)

The proper use of PPE is one of the most important steps employees and clients must take to help prevent the spread of Covid-19. Because of the nature of our business, it is possible that some clients will not be able to understand and/or tolerate the use of PPE. Client education and reminders are important, however, we must keep in mind that some clients, because of their disability, will not be able to comply.

- **Gloves** – Covid-19 can be transmitted by touching surfaces with the contagion or coming into contact with the contagion on a client’s clothing and then touching your face. Gloves are an effective way to prevent Covid-19 from getting on skin. However, gloves must never be worn all day or for more than one task to be completed. If gloves are worn for more than the time it takes to complete the task at hand, it can spread any contagions that adhered to the surface of the gloves. Gloves must fit properly, be taken off carefully and immediately discarded in the trash. Hands must be washed immediately after removing gloves.
- **Masks** – Viruses can be transmitted through the mouth via tiny viral particles known as aerosols. The proper use of a face mask will help protect employees and clients from these particles. The CDC has set forth guidelines which indicate that some kinds of face coverings are more effective than others at preventing the transmission of Covid-19. UI Rehab will continue to provide **clients**

with education regarding the best types of mask to wear but will continue to allow **clients** to wear an alternative such as a vented mask, a bandana or a gaiter. Any type of face covering must be appropriate: No offensive words or pictures.

- Face-shields/Eye Protection – Viruses can be transmitted through the eyes via tiny particles known as aerosols. The use of eye protection will help protect employees from these particles.
- Gowns – A disposable gown must be used over regular clothing when providing direct care assistance to a client or when providing any kind of assistance to a client who is positive for Covid-19.
- Hair bonnet – A hair/head covering must be worn when providing assistance to a client who is positive for Covid-19.
- Shoe covers – Shoe covers must be worn when providing assistance to a client who is positive for Covid-19.

Executive level leadership in each state is responsible for procuring an inventory of PPE sufficient to meet employee needs. The leadership in each state, in conjunction with the Company's ownership, will coordinate efforts and share resources, best products, pricing, etc.

Personal Hygiene and Etiquette

Every employee is responsible for making efforts to prevent the transmission of Covid-19 and other infectious diseases. The following guidelines must be followed in these efforts:

- Stay home when sick – Employees must err on the side of caution if they are not feeling well and they must stay home when they are sick or are exhibiting any of the common symptoms of Covid-19 (i.e., fever, cough, shortness of breath, difficulty breathing, chills, and/or loss of taste or smell)
- Cover cough and sneeze – Always cover your cough and sneeze with a tissue if available or with the inside elbow of your arm.
- Tissues and no touch disposal receptacles will be made available.
- Soap and water will be available at all sinks. Wash your hands often.
- Hand sanitizer will be available throughout the building. Use it when soap and water are not close by.
- Regularly sanitize your work station and supplies.
- Do not share supplies, your phone or other electronic devices, etc. with your co-workers.

Staff Return to Onsite Work

The return to working onsite will be gradual and coordinated in ways that will help to ensure, to the extent possible, social distancing, proper hygiene, and other efforts to prevent the transmission of Covid-19. Each State or location will have a specific protocol based on the following guidelines:

- Before returning, employees will submit documentation to ensure they have been tested for and are negative for Covid-19.
- Employees who previously tested positive for Covid-19 need to be retested and will provide documentation from a doctor stating that they are clear to return to work.
- Each employee, upon reporting to work each day, will answer a questionnaire/checklist which will include:

- Any recent symptoms (i.e., fever, cough, shortness of breath, difficulty breathing, chills, sore throat and/or loss of taste or smell)
 - Any contact with someone who is positive for Covid-19. If yes, when.
 - Any recent travel – domestic or international. If yes, where and when.
 - Temperature check – each employee will have their temperature taken upon reporting to work.
 - Hand-washing or sanitizing –each employee will be required to wash or sanitize their hands upon reporting to work and it will be checked off as completed.
 - Mask – every employee will be required to have a mask on upon entering the building and it will be checked off on the questionnaire. Masks must be appropriate for the workplace.
- Each employee will be provided with a mask(s) and will be required to wear it for the entire time they are in the building, unless they are alone in an office or other closed room.
 - Any employee refusing to wear a mask will be denied entry into the building and will not be allowed to work.
 - Re-training on hand hygiene, proper use of PPE, cough and sneeze etiquette and disinfection techniques must be done upon return and periodically after return to work.
 - Employees must be reminded to keep their workspace clean from clutter to allow for the disinfecting of surfaces.
 - Employees must not share office equipment such as pens, staplers, notepads, etc.
 - To the extent possible, employees must not share other equipment. If equipment needs to be used by more than one employee:
 - The equipment must be cleaned and disinfected before and in between each use.
 - Gloves must be worn while using the equipment.
 - Employees are required to follow the social distancing guidelines provided at all times.
 - Employees are required to wear the proper PPE when assisting clients and when social distancing is not possible.

***Refer to Appendix B for Entrance Protocol for Employees Entering the Work Site

Employees who Test Positive for COVID-19:

- May return to work after at least 14 days have passed since symptoms first appeared **and**
- At least 3 days have passed since recovery, defined as the resolution of fever without the use of fever-reducing medication and improvement in respiratory symptoms (cough, shortness of breath **and**
- Be retested for Covid-19 and provide documentation of a negative test

Employees who are Exposed to a COVID-19 positive staff or client:

- Must be immediately tested for COVID-19 and quarantined at home until results received.
- If negative result, employee may return to work
- If positive, will follow guideline for Tested Positive for COVID-19

Clients Return to Clinics

The return to onsite therapy and vocational rehabilitation will be gradual and coordinated in ways that will help to ensure, to the extent possible, social distancing, proper hygiene, and other efforts to prevent the transmission of Covid-19. Each State or location will have a specific protocol based on the following guidelines:

- For outpatients, before returning to the clinic setting, clients will be tested for and demonstrate they are negative for Covid-19.
- Clients who were previously positive for Covid-19 will provide documentation of a negative test or absence of symptoms based on CDC guidelines.
- Each outpatient client, upon reporting for work each day, will answer a questionnaire/checklist which will include:
 - Any recent symptoms (i.e., fever, cough, shortness of breath, difficulty breathing, chills, sore throat and/or loss of taste or smell)
 - Any contact with someone who is positive for Covid-19. If yes, when.
 - Any recent travel – domestic or international. If yes, where and when.
 - Temperature check – each client will have their temperature taken upon reporting to the clinic and it will be recorded on the questionnaire.
 - Hand-washing or sanitizing –each client will be required to wash or sanitize their hands upon reporting to the clinic and it will be checked off as completed.
- Mask – every client that can tolerate it, will be required to have a mask on upon entering the building and it will be checked off on the questionnaire. The CDC has set forth guidelines which indicate that some kinds of face coverings are more effective than others at preventing the transmission of Covid-19. UI Rehab will continue to provide clients with education regarding the best types of mask to wear but will continue to allow clients to wear an alternative such as a vented mask, a bandana or a gaiter. Any type of face covering must be appropriate: No offensive words or pictures.
- Each client that can tolerate it, will be provided with a mask(s) and will be required to wear it for the entire time they are in the building.
- Training on hand hygiene, proper use of PPE, and cough and sneeze etiquette must be done upon return and periodically after return to work.
- To the extent possible, clients should not share equipment or tools. If equipment/tools need to be used by more than one client:
 - The equipment must be cleaned and disinfected before and in between each use.
 - Gloves must be worn while using the equipment.
- Clients should be reminded to follow the social distancing guidelines provided, at all times.

For Residential Clients:

- Drivers will assist clients out of the vehicle and to the entrance but may not escort the client inside. Residential staff must wait for the client to be cleared to enter (temp check; symptoms) before leaving.

- Clients must use a designated entrance that has staff assigned to perform the screening.
- Clients must be wearing a mask or face covering that covers the nose and mouth when they arrive, if tolerated. Masks with a design must be appropriate for the work place. The CDC has set forth guidelines which indicate that some kinds of face coverings are more effective than others at preventing the transmission of Covid-19. UI Rehab will continue to provide clients with education regarding the best types of mask to wear but will continue to allow clients to wear an alternative such as a vented mask, a bandana or a gaiter. Any type of face covering must be appropriate: No offensive words or pictures.
- Clients will be reminded to maintain social distancing of 6 feet while waiting to enter the facility. Staff may need to be in closer proximity to a client, if the client needs assistance in entering the facility. Wearing proper PPE is required whenever assisting a client.
- Every client entering a facility must complete the following:
 - Have their temperature taken. The temperature will be recorded on the questionnaire. (Anyone with a temperature of 100.3 degrees Fahrenheit or higher will be immediately sent to the Medical department for further evaluation)
 - Wash their hands or use gel hand sanitizer. This must be checked off on the questionnaire, by staff.
 - Clients must be wearing a mask or a nose/mouth covering. This must be checked off on the questionnaire, by staff.
- Completed questionnaires must be maintained confidentially.
-

Employees are reminded that not all clients, because of the nature of their injury, will understand the protocols put in place; will be able to tolerate wearing a mask or other PPE; will understand and remember hand hygiene and cough/sneeze etiquette.

Client Drop off and Pick up

Each location must develop a procedure for client drop off and pick up. The procedure must allow for clients to be safely dropped off and picked up without the driver needing to enter the building and to be able to maintain social distancing.

Visitor Policy

Visitor protocols will continue to be reviewed, and changes made, as levels of Covid-19 transmission and infection develop over time. Initially, a very restrictive visitor policy will remain in effect. Initially, only EMS and essential personnel for emergency repairs should be allowed in. **All meetings, such as team meetings, IDT meetings, etc. must be held via Zoom or a similar remote meeting application. *** See Appendix D**

Tours must continue to be conducted via *FaceTime / Zoom* during this initial phase of opening.

If a visitor must enter to perform an essential function, such as an emergency repair, they will need to follow the same entrance protocol as employees and clients, including a temperature check, a completed checklist, hand washing or sanitizing and the use of a face mask while they are in the building.

***Refer to Appendix C – Protocol for Visitors Entering the Work Site

Deliveries

Each location must designate an outside area for deliveries. Signs must be posted outside the facility to guide delivery personnel including where to leave deliveries and a phone number to call to inform the facility of the delivery. If the nature of the delivery requires outside personnel to enter the building, they must follow the entrance protocol.

Ongoing education and training of staff and clients

All employees have been trained on Infection Control / Universal Precautions, cough and sneeze etiquette, hand washing/sanitization and use of PPE upon hire. Additional training on infectious diseases, such as MRSA and Covid-19, have also been completed. Continued and ongoing education and training is necessary for both staff and clients.

Employees must be sure to remember that some clients, because of the nature of their injury, may have difficulty learning, remembering and applying the concepts and techniques taught. Employees are responsible for providing continued cues, reminders and education for clients who struggle to apply the information presented.

The following areas are recommended for continued education and training:

- Hand hygiene/sanitizing
- Cough/Sneeze Etiquette
- Correct use of PPE
- Social Distancing
- Disinfecting procedures
- Signs and symptoms of Covid-19

Appendix A – Quarantine Room Protocol

In order to mitigate the spread of Covid-19 to both clients and staff the following Quarantine Room protocol will be followed:

- Each location will designate a room which will be used to temporarily quarantine a person who is displaying possible symptoms of Covid-19, while they are waiting for transportation or EMS.
- If available, a room with a window that opens should be used.
- The room must have a door that closes.
- One staff member will be assigned to wait outside the room and be available if the person waiting needs assistance.
- If the person waiting is a client, the assigned staff must open the door and observe the client and ensure they are not in need of anything, every ten minutes.
- The assigned staff must be wearing a mask.
- If the client requires staff assistance, additional PPE will be worn by staff, as appropriate.
- The person waiting in the quarantine room must also be wearing a mask.
- When transportation arrives, the person waiting must continue to wear their mask and observe social distancing guidelines, while exiting.
- Once the person has left, the assigned staff will clean the room with the proper, FDA- approved disinfectant. If the room has a window it should be opened to allow fresh air to circulate until the end of the day.
- The door must remain closed and the room may not be used again for at least 4 hours.

Appendix B - Coronavirus Protocols for Staff Entering the Work Site

In order to mitigate the spread of infection to both clients and staff the following **Entrance Procedure** will be followed at all locations:

- Stay home when sick – Employees must err on the side of caution if they are not feeling well and they must stay home when they are sick or are exhibiting any of the common symptoms of Covid-19 (i.e., fever, cough, shortness of breath, difficulty breathing, chills, and/or loss of taste or smell).
- Every location must have designated entrances that have staff assigned to perform screening.
- Alternate entrances may be used to prevent crowding and maintain social distance, however every entrance must have a staff assigned to perform the screening.
- Entrances that cannot be staffed by a screener must remain locked.
- Staff must be wearing a mask when they report to work. Anyone refusing to wear a mask will not be allowed to enter the building. Any design or words on a mask must be appropriate for the workplace.
- Staff must maintain social distancing of 6 feet while waiting to enter the facility. Please adhere to signage instruction to maintain distance.
- Every staff member entering a facility must complete the following:
 - Have their temperature taken. Anyone with a temperature of 100.3 degrees Fahrenheit or higher will be immediately sent home and required to contact their health care provider. Staff must contact their Director and provide an update before returning to work
 - Answer a series of questions regarding:
 - Any recent symptoms; ; (fever, chills, cough, shortness of breath, difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste of smell, sore throat, congestion or runny nose, sneezing, nausea or vomiting, diarrhea)
 - Contact with someone who is positive for Covid-19;
 - Any domestic or international travel.

***Every employee will complete the questionnaire every day upon reporting to work. A Director will review any YES responses and make a determination regarding the employee's ability to work that day. Anyone sent home will be required to contact their health care provider. Staff must contact their Director and provide an update before returning to work.

- Wash their hands. This must be checked off on the questionnaire as completed.
- Completed questionnaires must be handed into HR and maintained confidentially.

Appendix C - Coronavirus Protocols for Clients Entering the Work Site

In order to mitigate the spread of infection to both **CLIENTS** and staff, the following **Entrance Procedure** will be followed at all locations:

For Outpatient Clients:

- Transportation drivers will assist clients out of the vehicle and to the entrance but may not escort the client inside. Transportation drivers must wait for the client to be cleared to enter (temp check; symptoms) before leaving.
- Clients must use a designated entrance that has staff assigned to perform the screening.
- Clients must be wearing a mask or face covering that covers the nose and mouth when they arrive, if tolerated. Masks with a design must be appropriate for the work place. The CDC has set forth guidelines which indicate that some kinds of face coverings are more effective than others at preventing the transmission of Covid-19. UI Rehab will continue to provide clients with education regarding the best types of mask to wear but will continue to allow clients to wear an alternative such as a vented mask, a bandana or a gaiter. Any type of face covering must be appropriate: No offensive words or pictures.
- Clients will be reminded to maintain social distancing of 6 feet while waiting to enter the facility. Staff may need to be in closer proximity to a client, if the client needs assistance in entering the facility. Wearing proper PPE is required whenever assisting a client.
- Every client entering a facility must complete the following:
 - Have their temperature taken. The temperature will be recorded on the questionnaire. (Anyone with a temperature of 100.3 degrees Fahrenheit or higher will be immediately sent home and required to contact their health care provider. If a client is sent home, they, or their guardian or representative must contact a Director and provide an update before returning)
 - Answer a series of questions regarding:
 - Any recent symptoms;
 - Contact with someone who is positive for Covid-19;
 - Any domestic or international travel.

***An employee will ask the client the questions and indicate their response on the questionnaire. A Director will review any YES responses and make a determination regarding the client's ability to remain at the clinic that day. Anyone sent home will be required to contact their health care provider. Clients, or their guardian or representative, must contact their Director and provide an update before returning.

Also:

- Wash their hands or use gel hand sanitizer. This must be checked off on the questionnaire, by staff.
- Clients must be wearing a mask or a nose/mouth covering. This must be checked off on the questionnaire, by staff.
- Completed questionnaires must be maintained confidentially.

For Residential Clients:

- Drivers will assist clients out of the vehicle and to the entrance but may not escort the client inside. Residential staff must wait for the client to be cleared to enter (temp check; symptoms) before leaving.
- Clients must use a designated entrance that has staff assigned to perform the screening.
- Clients must be wearing a mask or face covering that covers the nose and mouth when they arrive, if tolerated. Masks with a design must be appropriate for the work place.
- Clients will be reminded to maintain social distancing of 6 feet while waiting to enter the facility. Staff may need to be in closer proximity to a client, if the client needs assistance in entering the facility. Wearing proper PPE is required whenever assisting a client.
- Every client entering a facility must complete the following:
 - Have their temperature taken. The temperature will be recorded on the questionnaire. (Anyone with a temperature of 100.3 degrees Fahrenheit or higher will be immediately sent to the Medical department for further evaluation)
 - Wash their hands or use gel hand sanitizer. This must be checked off on the questionnaire, by staff.
 - Clients must be wearing a mask or a nose/mouth covering. This must be checked off on the questionnaire, by staff.
- Completed questionnaires must be maintained confidentially.

Appendix D - **Coronavirus Protocols for Visitors Entering the Work Site**

At this time a strict visitor policy remains in effect in order to mitigate the spread of infection to both clients and staff. There may be, however, times when it is essential for a visitor to enter the facility. Some examples include:

- Emergency medical personnel
- Law enforcement
- Fire Department
- Emergency repairs

Emergency medical personnel and law enforcement may need to enter the facility with haste, to respond to an emergency. In those instances, the Entrance Procedure may be waived. At all other times the following procedure must be followed:

- Signage must be posted instructing visitors to call before entering the facility.
- Visitors must use a designated entrance that has staff assigned to perform the screening.
- Visitors must be wearing a mask when they enter the facility and keep it on for the entire time they are in the facility. Anyone refusing to wear a mask will not be allowed to enter the building.
- Visitors must maintain social distancing of 6 feet while waiting to enter the facility and maintain social distancing while in the building.
- **Visitors must wear their mask the entire time they are in the building.**
- Every visitor entering a facility must complete the following:
 - Have their temperature taken. The temperature will be recorded on the questionnaire. (Anyone with a temperature of 100.3 degrees Fahrenheit or higher will not be permitted to enter)
 - Answer a series of questions regarding:
 - Any recent symptoms;
 - Contact with someone who is positive for Covid-19;
 - Any domestic or international travel.

***An employee will ask the visitor the questions and indicate their response on the questionnaire. A Director will review any YES responses and make a determination regarding the visitor's ability to enter the clinic.

- Wash their hands. This must be checked off on the questionnaire, by staff.
- Visitors must be wearing a mask. This must be checked off on the questionnaire, by staff.
- Completed questionnaires must be maintained confidentially for one month.

Appendix E - Meeting Protocols

In order to mitigate the spread of infection, **all meetings** will be conducted via Zoom or an alternate remote video conferencing application.

If staff are sharing an office on a regular basis (maintaining 6 feet social distancing) they may participate in a remote meeting together. They must however,

- Wear a mask
- Maintain 6 feet distance between them
- Have a plexiglass safeguard in place
- All outside participants (case managers, family, etc.) must attend via Zoom or an alternate remote video conferencing application

Appendix F – CPR during the Pandemic

If a client is in need of cardiopulmonary resuscitation (CPR):

- Be sure that 911 has been called
- Follow the instructions of the 911 operator
- Use the Automatic External Defibrillator (AED) if instructed by 911 operator
- Be sure you are wearing a mask and gloves
- Lightly cover the clients nose/mouth with a mask or cloth
- Perform chest compressions as taught
- Limit the number of staff in the room
- Continue chest compressions until EMS arrives
- Remove PPE safely and wash hands

Appendix G – How to Don/Doff a Face Mask Properly / Using PPE

How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-nCoV/prevent-getting-sick/dly-doth-face-coverings.html>

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



USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



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Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

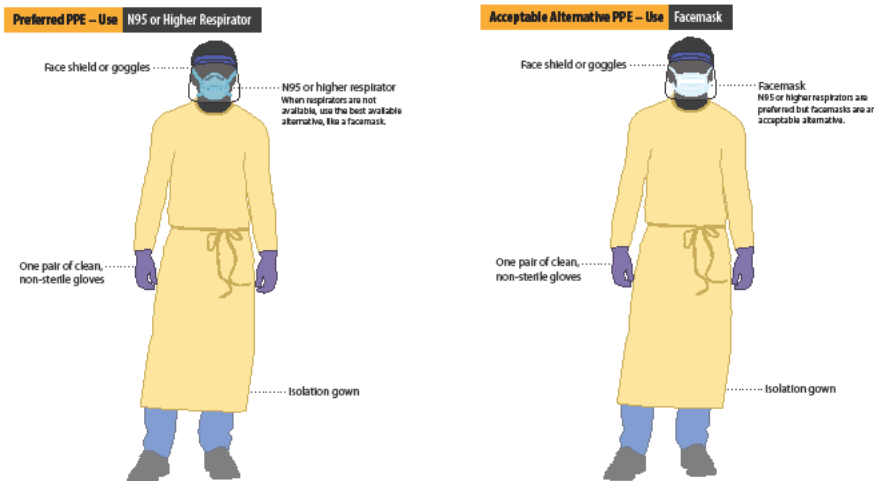
Use Personal Protective Equipment (PPE) When Caring for Patients with Confirmed or Suspected COVID-19

Before caring for patients with confirmed or suspected COVID-19, healthcare personnel (HCP) must:

- **Receive comprehensive training** on when and what PPE is necessary, how to don (put on) and doff (take off) PPE, limitations of PPE, and proper care, maintenance, and disposal of PPE.
- **Demonstrate competency** in performing appropriate infection control practices and procedures.

Remember:

- PPE must be donned correctly before entering the patient area (e.g., isolation room, unit if cohorting).
- PPE must remain in place and be worn correctly for the duration of work in potentially contaminated areas. PPE should not be adjusted (e.g., retying gown, adjusting respirator/facemask) during patient care.
- PPE must be removed slowly and deliberately in a sequence that prevents self-contamination. A step-by-step process should be developed and used during training and patient care.



Donning (putting on the gear):

More than one donning method may be acceptable. Training and practice using your healthcare facility's procedure is critical. Below is one example of donning.

1. **Identify and gather the proper PPE to don.** Ensure choice of gown size is correct (based on training).
2. **Perform hand hygiene using hand sanitizer.**
3. **Put on isolation gown.** Tie all of the ties on the gown. Assistance may be needed by another HCP.
4. **Put on NIOSH-approved N95 filtering facepiece respirator or higher (use a facemask if a respirator is not available).**
If the respirator has a nosepiece, it should be fitted to the nose with both hands, not bent or tented. Do not pinch the nosepiece with one hand. Respirator/facemask should be extended under chin. Both your mouth and nose should be protected. Do not wear respirator/facemask under your chin or store in scrubs pocket between patients.*
 - » **Respirator:** Respirator straps should be placed on crown of head (top strap) and base of neck (bottom strap). Perform a user seal check each time you put on the respirator.
 - » **Facemask:** Mask ties should be secured on crown of head (top tie) and base of neck (bottom tie). If mask has loops, hook them appropriately around your ears.
5. **Put on face shield or goggles.** When wearing an N95 respirator or half facepiece elastomeric respirator, select the proper eye protection to ensure that the respirator does not interfere with the correct positioning of the eye protection, and the eye protection does not affect the fit or seal of the respirator. Face shields provide full face coverage. Goggles also provide excellent protection for eyes, but fogging is common.
6. **Put on gloves.** Gloves should cover the cuff (wrist) of gown.
7. **HCP may now enter patient room.**

Doffing (taking off the gear):

More than one doffing method may be acceptable. Training and practice using your healthcare facility's procedure is critical. Below is one example of doffing.

1. **Remove gloves.** Ensure glove removal does not cause additional contamination of hands. Gloves can be removed using more than one technique (e.g., glove-in-glove or bird beak).
2. **Remove gown.** Untie all ties (or unsnap all buttons). Some gown ties can be broken rather than untied. Do so in gentle manner, avoiding a forceful movement. Reach up to the shoulders and carefully pull gown down and away from the body. Rolling the gown down is an acceptable approach. Dispose in trash receptacle.*
3. **HCP may now exit patient room.**
4. **Perform hand hygiene.**
5. **Remove face shield or goggles.** Carefully remove face shield or goggles by grabbing the strap and pulling upwards and away from head. Do not touch the front of face shield or goggles.
6. **Remove and discard respirator (or facemask if used instead of respirator).*** Do not touch the front of the respirator or facemask.
 - » **Respirator:** Remove the bottom strap by touching only the strap and bring it carefully over the head. Grasp the top strap and bring it carefully over the head, and then pull the respirator away from the face without touching the front of the respirator.
 - » **Facemask:** Carefully untie (or unhook from the ears) and pull away from face without touching the front.
7. **Perform hand hygiene after removing the respirator/facemask and before putting it on again if your workplace is practicing reuse.**



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*Facilities implementing reuse or extended use of PPE will need to adjust their donning and doffing procedures to accommodate these practices.

www.cdc.gov/coronavirus

TECHNIQUE MATTERS WHEN CLEANING YOUR HANDS



ALCOHOL-BASED
HAND SANITIZER

It only counts if you use the right amount, the right way.

- ▶ Use enough alcohol-based hand sanitizer to cover all surfaces of your hands.
- ▶ You might need more than one pump.
- ▶ For alcohol-based hand sanitizer, your hands should stay wet for **around 20 seconds** if you used the right amount.

Protect Yourself.
Protect Your Patients.



Who do your **#CLEANHANDSCOUNT** for?



www.cdc.gov/HandHygiene

This material was developed by CDC. The Clean Hands Count Campaign is made possible by a partnership between the CDC Foundation and GOJO.

Cover Coughs and Sneezes

Stop the spread of germs
that can make you and others sick!



Cover your mouth and nose with a **tissue** when you sneeze or cough.



If you don't have a tissue, use your **elbow**.



Wash hands often, **especially** after coughing or sneezing.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Appendix H - Coronavirus Protocol for Internal Transportation - NJ

In order to be pro-active and mitigate the risk of infection to both clients and staff the following protocol has been put in place for transportation of outpatient clients.

Before returning for face-to-face treatment, all outpatients must complete the questionnaire sent to them and must have tested negative for Covid-19 within 14 days of returning. All drivers and other Universal Institute staff must test negative for Covid-19 before returning to work and will be tested monthly.

- Drivers will check the temperature of each person before they enter the vehicle. If they have a temperature above 99.9 degrees Fahrenheit they will not be allowed on the vehicle.
- Drivers will ask each person entering the vehicle a list of screening questions. If the response is yes to any of the questions, the driver must contact a director or supervisor before proceeding.
- Transportation drivers must wear a mask the entire time they are picking up, transporting and dropping off a client.
- All clients must wear a mask, if tolerated, while entering the vehicle, the entire time they are on the vehicle and while exiting the vehicle. Drivers will have masks available for the client.
- Any other person riding on the vehicle (aides, family, etc.) must wear a mask while entering the vehicle, while on the vehicle and while exiting the vehicle.
- The client, and any other occupant must sit as far from the driver as possible to maintain social distancing as much as possible throughout the trip.
- Vehicles will be cleaned between each trip by wiping down all surfaces with an approved disinfectant.
- Additional hand sanitizer and PPE including masks and gloves, as well as disinfectant wipes and spray will be available on each vehicle.

Once arrived at Microlab Rd.:

- Transportation drivers will assist clients out of the vehicle and to the entrance but may not escort the client inside. Transportation drivers must wait for the client to be cleared to enter (temp check; symptoms) before leaving.
- Clients must use a designated entrance that has staff assigned to perform the screening.
- Clients must be wearing a mask or face covering that covers the nose and mouth when they arrive, if tolerated. Masks with a design must be appropriate for the work place.
- Clients will be reminded to maintain social distancing of 6 feet while waiting to enter the facility. Staff may need to be in closer proximity to a client, if the client needs assistance in entering the facility. Wearing proper PPE is required whenever assisting a client.
- Every client entering a facility must complete the following:
 - Have their temperature taken. The temperature will be recorded on the questionnaire. (Anyone with a temperature of 100 degrees Fahrenheit or higher will be immediately sent home and required to contact their health care provider. If a client is sent home, they, or their guardian or representative must contact a Director and provide an update before returning)
 - Answer a series of questions regarding:

- Any recent symptoms;
- Contact with someone who is positive for Covid-19;
- Any domestic or international travel.

***An employee will ask the client the questions and indicate their response on the questionnaire. A Director will review any YES responses and make a determination regarding the client's ability to remain at the clinic that day. Anyone sent home will be required to contact their health care provider. Clients, or their guardian or representative, must contact their Director and provide an update before returning.

Also:

- Wash their hands or use gel hand sanitizer. This must be checked off on the questionnaire, by staff.
 - Clients must be wearing a mask or a nose/mouth covering. This must be checked off on the questionnaire, by staff.
- If any YES replies the completed questionnaire must be maintained confidentially.