



COVID-19 Outbreak Response Plan

FOR IMMEDIATE DISTRIBUTION TO ALL TEAM MEMBERS

PRELIMINARY DRAFT 3/9/2020

Primary Objective:

OBJECTIVE 1 (PRIMARY): To plan for and be able to provide ***essential services*** to pets in our community during a period of widespread infection of COVID-19.

ESSENTIAL SERVICES DEFINITION

Essential services are those services that if not carried out would result in a high level of suffering or sickness, long-term negative effects, severe worsening of conditions, or death of pets.

Secondary Objectives which will increase our ability to carry out our Primary Objective in the event of widespread community outbreak of COVID-19:

OBJECTIVE 2: To slow the spread of COVID-19 disease and reduce the likelihood of infection of staff, clients, and others in our community.

OBJECTIVE 3: To establish flexible communication that can adapt in case of illness, isolation, quarantine, and/or mandatory social distancing.

OBJECTIVE 4: To support our team and their families who become ill, are under isolation or quarantine, or must care for a child after school closures.

SECONDARY OBJECTIVES

COURSES OF ACTION - OBJECTIVE 2: To slow the spread of COVID-19 disease and reduce the likelihood of infection of staff, clients, and others in our community.

1. **Temporary suspension of policies regarding tardiness and absenteeism in Employee Policies and Procedures Manual (The Manual).**
 - All policies in The Manual regarding tardiness or absenteeism are suspended.
2. **Surface cleaning protocols for frequently touched objects (potential fomites)**
 - All areas of the hospital shall have specific areas and items to be cleaned. This cleaning shall be recorded on a checklist. These assignments shall include the individual responsible, a list of items and surfaces to be cleaned, the method of cleaning, the specific time to be cleaned, and a sign off on the checklist when cleaning is carried out.
3. **Handwashing Protocols**
 - Wash hands very frequently using soap and water.
 - Wash or sanitize hands after each interaction with a member of the public and after each interaction with a pet.
 - Other protocols already in place and new protocols as needs and situation warrants.
4. **Food and Beverage Protocols**
 - All food must be covered when not in use to avoid respiratory droplet transfer.
 - Hands must be completely clean before touching food. Do not bring food to work area to reduce risk of transmission via fomites and respiratory droplets while eating. Wash hands, eat food, and put food away. Wash hands before and after eating to prevent saliva transfer to fomites.
 - Reusable beverage cups must be kept away from potential respiratory droplets and washed at least once daily. Avoid touching any part of cup or straw that will contact your mouth.
5. **Coughing, Sneezing, Tissue Use**
 - Cough or sneeze into TWO tissues, throw away tissue, wash hands before touching anything else.
 - If unable to reach tissues, cough or sneeze into upper arm/elbow or inside shirt– trying to catch ALL respiratory droplets. Wash hands.
 - Tissue Use – DO NOT use tissues more than once. Once a tissue has touched your face, throw it away immediately and use a new tissue.
 - Avoid touching your face to the extent possible. Maintain awareness of your hands and face.
 - Avoid shaking hands and hugging.
6. **Social Distancing in Public**
 - Maintain distance of 3+ feet from other individuals whenever possible in the facility and in public.
 - Avoid attendance at social gatherings of 100+ people where you will be < 3ft from others (i.e. theaters, concerts. If attending church services, try to maintain >3 ft distance.
 - Avoid touching objects in public places. Use a tissue to touch objects or wash/sanitize after touching frequently touched objects in public.
 - Encourage hygiene of family members to reduce likelihood of transmission in the home.

7. Illness of Team Member

- Any team member showing signs of respiratory illness (repeated coughing/sneezing), fever, sore throat, or diarrhea will be required to leave the facility and return home. Areas in facility that they encountered must be sanitized.
- If conditions warrant, all team members may be required to take their temperature before coming to work. If temperature is above 99.5, they must stay home.
- If conditions warrant, all team members may be required to have their temperature taken before entry into the facility. If temperature is above 99.5, they will be asked to return home. Entry into the facility after-hours may require verification of health status.

COURSES OF ACTION - OBJECTIVE 3: To establish flexible communication that can adapt in case of illness, isolation, quarantine, and or mandatory social distancing.

1. Evaluate communication resources of each team member
 - Survey internet up/down speeds of each members home network
 - Survey list of computer equipment and operating system version available at home of each team member.
 - Survey/Verify availability of a working available ethernet jack
2. Establish home communication and remote access for doctors, client care staff, hospital manager, and technicians so that information may be accessed off-site during periods of quarantine, illness, and limited movement.
3. Establish capability for doctors to video chat with clients

COURSES OF ACTION - OBJECTIVE 4: To support our team and their families who become ill, are under isolation or quarantine, or must care for a child after school closures.

1. Temporary Paid Sick Time Policy

- In order to reduce the incentive to come to work while exhibiting symptoms consistent with COVID-19, all team members will have paid sick leave for days they are scheduled to work if they are experiencing fever, acute respiratory symptoms, coughing, sneezing, or diarrhea. Sick days for these symptoms will not be counted toward total number of vacation days for salaried team members. This policy does not apply to previously scheduled time off and only applies if you are exhibiting one or more of the symptoms associated with COVID-19 above.

2. Suspension of the Convention of Asking for a Doctor's Note

- Because the healthcare system may be over-burdened, and to reduce potential exposure of team members to COVID-19 in healthcare settings, doctor's notes will not be requested for sick days.

3. Reimbursement of Copay for use of MDLIVE mobile doctor visits for team members on the HVH group plan.

- Copays for remote doctor visits via MDLIVE app for team members and their dependents on the HVH Health Plan will be reimbursed by HVH. Registration available at 1-888-680-8646. Download MDLIVE from the app store on iOS or Android.

4. 80 hours of Paid Leave for Team Members needing to care for an ill family member and/or Team Members who are Parents with young children who can't attend school because of closures related to COVID-19 outbreak.

- In the event that a team member is required to care for an ill family member who exhibits symptoms consistent with COVID-19, or area schools close due to COVID-19, team members who must care for family members and/or children will have 80 hours paid leave on days that they would normally be scheduled to work. If the team member is healthy and child/family member does not need extensive care, team member may be asked to work remotely to the extent possible/practical during the then-current business hours.
- If a team member is caring for an ill family member, a mandatory self-isolation or quarantine may be imposed before return to work.
- Additional measures may be enacted as the situation warrants.