

Good Morning Nonotuck:

Many of you have seen Governor Baker's latest emergency order requiring all businesses and organizations that do not provide Covid-19 essential services to close their workplaces as of Tuesday, March 24th at noon has been extended until May 18th at noon. ***Nonotuck services are considered essential services.*** At Nonotuck, our offices will remain closed to the public and be utilized by our staff as defined below until further notice. Please contact your supervisor with any questions or concerns about Governor Baker's order or Nonotuck's plan to address COVID 19.

GHF PREAMBLE

Your executive team [ET] has been working hard to create and maintain a safe and fair plan for all Nonotuck employees in the face of the mounting dangers of COVID-19, better known as the Coronavirus. We've kept abreast of the latest news from the Centers for Disease Control [www.cdc.gov], the Department of Public Health, LTSS, Mass state website, [www.mass.gov/2019coronavirus] local newspapers, recognized health care periodicals and much more. This is an anxious time for all of us and the ET wants to make your work life as anxiety free as possible. As we plan for the health and safety of the Nonotuck community we also want to continue to support your overall well-being. Therefore, as part of the Plan we will continue to provide you with the tools and resources for the community to stay centered and connected. The ET believes that the following Plan is supportive to you, your family, your larger community and the people we serve and their caregivers.

We have a strong belief in containment. We believe that we have an obligation to take direct and appropriate action to support the premise that how we act now has a direct link to our and our community's future. Meanwhile, we want staff to be safe and supported while not jeopardizing your job or your paycheck.

Starting Monday morning, March 16th2020, most Nonotuck employees began working remotely from home. They have also had the option to schedule to work safely at an office location. There will be exceptions to this work remote requirement, which are also identified below.

Most monthly home-visits [both DDS and AFC] have been done via your Nonotuck smart phone. Safe exceptions have been worked out between teams, the program director and ET supervisor and will continue to be done as needed, planned and approved. In the body of this Plan you will find the specific Nonotuck guidelines, outlining the oversight and expectations for your work either from the security of your home or another safe place including Nonotuck offices.

There will be staff that will work out of their Nonotuck office as part of their schedule. Employees who are able to work from home regularly may still choose to work from home. The option to work out of their office on some kind of a regular or as needed schedule is also available. In either condition there are guidelines we all must adhere to while at the office.

The following are the detailed expectations of staff as you work at home or in one of our offices.

BODY:

REMOTE WORK

I. The Following Staff are able to work remotely and expected to limit person to person contact as much as possible until further notice. Remote work requires following current CDC Guidelines on PPE usage, Social Distancing, and Hygiene.

- a. PDs, APDs, Clinicians, RNs, CMs, Placement Specialists, Community Health Workers, QE Team, Executive Team, and Human Resources Administrative Staff

II. Expectations for Remote Work

- a. Daily:
 - i. Each employee will be required to send their supervisor a summary description of their daily work plan and copy the Executive Team Supervisor
 - This should be provided at the start of your workday
 - ii. The expectation is that staff will keep up with their workload and increase their communication and connection with their caseload and supervisor.
 - iii. Emails and phone communications (text and voice) must be checked at least 3 times per day—beginning, middle and end of workday. Keep your phone on.
 - iv. Employee must report any flu-like symptoms, fever, respiratory issues, or other wellness concerns for themselves and others in the home and copy their supervisor and ET Supervisor
 - v. Employee must report any contact with individuals who have recently traveled internationally or who have been experiencing Covid-19 symptoms
 - vi. Employee must report any contact with individuals including household members who have recently traveled out the state, city, home and if they have been exposed to or are experiencing Covid-19 symptoms and/ or have tested positive for Covid-19
 - vii. Employee must report any other work/ professional positions and if they have been exposed to or are experiencing Covid-19 symptoms and/ or have tested positive for Covid-19
 - viii. Omitting, providing false or incorrect information may result in progressive supervision

Example Email Template:

To: Supervisor

CC: ET Supervisor

1. Daily Priorities:
2. Workplace Location(s): specify home/ office/ other specific locations
3. Wellness Check: for yourself and others in your household

4. Contact of employee or other household members with someone who has travelled internationally, out of state, out home, work locations other than Nonotuck?
- ix. Contact with someone who has Covid-19 Symptoms and/ or have tested positive for Covid-19
 1. current symptoms are below and can be found on the [CDC website](#)

*“Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms or combinations of symptoms may have COVID-19:*

- *Cough*
- *Shortness of breath or difficulty breathing*

Or at least two of these symptoms:

- *Fever*
- *Chills*
- *Repeated shaking with chills*
- *Muscle pain*

- *Headache*
- *Sore throat*
- *New loss of taste or smell*

[Children](#) have similar symptoms to adults and generally have mild illness.

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.”

b. Weekly

- i. To replicate the office environment and day-to-day communication employees shall rely on TEAMS video conferencing, phone calls and emails.
- ii. Each employee will be required to meet with a Supervisor over TEAMS at least once per week
- iii. AFC/DDS individual case meetings will be held regularly via TEAMS
 1. E.g. CM and Clinician or RN and CM
- iv. Bi-Weekly Staff meetings will also be held via TEAMS

EXPECTATIONS FOR EMPLOYEES GOING TO THE OFFICE

- I. **For staff roles which require them to be physically present in their office, or for staff who are working remotely and must or want to work from an office, we will require strict guidelines to support social distancing.**

- a. DO NOT go into the office if you are sick. If you are sick with Covid-19 symptoms, have tested positive yourself or have been in contact with someone who has Covid-19 symptoms, or has tested positive for Covid-19 (current symptoms can be found on the [CDC website](#)), STAY HOME, contact your PCP and plan to self-isolate for at least 14 days and until the last person who has tested positive in the home has been symptom free for at least 5 days and/or follow up testing as recommended by the Board of Health has been conducted and you are shown to be negative or to have antibodies. Finally, the ET supervisor must approve your office return.
- b. For employees who are well and whose essential job functions require them to work from the office they must have workspaces at a safe distance from other employee work spaces. The recommended distance is currently at least 6' and masks must be worn.
 - i. This will apply to positions who are unable to work remotely within the Finance Department at 425 and for any employee going to any office.
- c. For any employee entering office on an as-needed basis
 - i. Contact your Program Director 24-hours in advance to schedule time at your Program office
 - ii. Use of masks, Strict sanitization, social distancing, and hygiene measures as listed below will be required
 - iii. Please only go to your Program office for essential matters (contact your PD with any questions regarding what is essential).
- d. Offices will be closed to all visitors
- e. For offices that will be in use, Nonotuck will double the professional cleaning allowance upon PD request. The cleaning company must use products and sanitization practices per CDC guidelines.
- f. Supervisors will manage remote workers who need to enter their Program office to ensure there are limits on the number of people in the office at one time.

II. Guidelines for Sanitization, Hand Hygiene, and Social Distancing

- a. If you are sick, DO NOT go into the office. Alert your supervisor of the illness, and provide symptoms you are experiencing. (i.e. fever, chills, muscle pain, sore throat, loss of taste or smell, coughing, vomiting, headache, etc.)
- b. If you are sick and experience symptoms related to flu or COVID-19 (current symptoms can be found on the [CDC website](#))
 - i. Call your PCP
- c. If you are sick with Covid-19 symptoms or have been in contact with someone who has been found positive for Covid-19 (current symptoms can be found on the [CDC website](#)), STAY HOME, contact your PCP and plan to self-isolate for at least 14 days and until the last person who has tested positive in the home has been symptom free for at least 5 days and/or follow up testing as recommended by the Board of Health has been conducted and you are shown to be negative or to have antibodies. Finally, the ET supervisor must approve your office return.
 - i. Share you physician's recommendations with your supervisor
- d. Do not go into the office until you are symptom free for at least 14 days **and you have received clearance from your Program Director** and approval of ET supervisor. Based

on the type/severity of illness, you may be asked to provide a doctor's clearance for your return to work as well.

- e. To mitigate exposure, when visiting an office masks must be worn.
- f. Also, we have eliminated in-person meetings, and will not be having any gatherings within the office. Staff meetings, group meetings and check-ins will be held over TEAMS, phones, or other forms of technology. Do not share laptops, phones or pens.
- g. Supplies of masks, Clorox wipes, Hand sanitizer and Lysol are throughout the office.
- h. Common Areas should be cleaned after each use. Please do your part by maintaining personal working space and of course WASH YOUR HANDS for 20 seconds while humming something that makes you smile 😊
- i. Keep hand sanitizer in your car. Practice hand hygiene when getting in and out of your car. Practice safe mask hygiene at all times.

TELE-COMMUNICATION HOME VISITS

I. All non-essential in-person home visits will be suspended until further guidance is received.

- a. PDs, APDs, Clinicians, RNs, CMs, and Community Health Workers, should use phones to perform visits.
- b. If there is a question whether a home visit is essential or non-essential, please reach out to your ET supervisor for guidance. (Rich French, Deb Schnare, Kitty Curtin)

II. Expectations for Tele-communicating

- a. Telephone visits with the use of scripts should effectively replace in-person home visits.
- b. Scripts to guide employees on how to meaningfully fulfill home visit responsibilities is forthcoming
- c. During regularly scheduled telephone home visits, be sure to review the CDC recommendations, educate on importance of handwashing, review protocols for what should be done if someone does become ill. Remind caregivers the importance of notifying team should anyone become sick.

ESSENTIAL IN-PERSON HOME VISITS

I. All non-essential in-person home visits will be suspended until further notice.

- a. If there is a question whether a home visit is essential or non-essential, please reach out to your ET supervisor for guidance. (Rich French, Deb Schnare, Kitty Curtin)

II. In limited Circumstances Essential Home Visits will be approved by Program Director and Rich French, Deb Schnare, Kitty Curtin

- a. Prior to each approved essential home visit employee must perform a household wellness screening phone call (script to follow). Questions will include
 - i. Wellness Check

- ii. Is any household member experiencing any flu-like symptoms, fever, respiratory issues, or other wellness concerns?
 - iii. Has any household member had Contact with someone who has Traveled?
 - iv. Has any household member had Contact with someone who is experiencing any flu-like symptoms, fever, respiratory issues, or other wellness concerns?
 - b. In the event of any member of the household being sick we will do the following:
 - i. Cancel/Reschedule visit
 - ii. Record who is sick and nature of the illness/symptoms
 - 1. If caregiver, are they able to care for the member?
 - 2. If not, how is the member being supported?
 - 3. Have they contacted their PCP for recommendations/appointment?
 - 4. If member, has the PCP been notified?
 - iii. We will maintain contact with household and document education provided, and request any updates be shared with us. Until it is deemed that household is no longer sick/at risk to employees, regular communication should be maintained.
 - iv. **All information must be shared with supervisors for tracking purposes**
 - c. If you show up to a home visit and you find that people are sick with a communicable illness, you should leave visit and follow up with phone call requesting the information above. Use common sense.
 - d. During approved essential home visits, be sure to review the CDC recommendations, educate on importance of handwashing, review protocols for what should be done if someone does become ill. Remind caregivers the importance of notifying team should anyone become sick. Current recommendation can be found on the [CDC website](#).

BERKSHIRE DAY PROGRAM PRECAUTIONS

- I. **We will continue to provide day services as long as possible following the below listed guidelines**
- II. **On a daily basis day program employee will check in with Sandy Deare-Robinson to review their plan schedule**
 - a. Each employee will be required to send their supervisor a summary description of their daily work plan and copy the Executive Team Supervisor
 - 1. Employee must report any flu-like symptoms, fever, respiratory issues, or other wellness concerns and copy their supervisor and ET Supervisor Current symptoms are below and can be found on the [CDC website](#):

*“Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms or combinations of symptoms may have COVID-19:*

- *Cough*
- *Shortness of breath or difficulty breathing*

Or at least two of these symptoms:

- *Fever*

- Chills
- Repeated shaking with chills
- Muscle pain

- Headache
- Sore throat
- New loss of taste or smell

Children have similar symptoms to adults and generally have mild illness.

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.”

- i. Employee must report any contact with individuals who have recently traveled internationally or who have been experiencing Covid-19 symptoms
- ii. Employees from out of household will wear masks and use recommended hygiene precautions.

Example Email Template:

To: Supervisor

CC: ET Supervisor

2. Daily Priorities:
 3. Workplace Location(s): specify home/ office/ other specific locations
 4. Wellness Check: for yourself and others in your household
 5. Contact of employee or other household members with someone who has travelled internationally, out of state, out home, work locations other than Nonotuck?
 6. Contact with someone who has Covid-19 Symptoms or who has tested positive for Covid? (current symptoms can be found on the [CDC website](#)),
- b. Prior to picking up any participant employee must perform a household wellness screening phone call (script to follow). Questions will include:
 - i. Wellness Check?
 - ii. Is any household member experiencing any flu-like symptoms, fever, respiratory issues, or other wellness concerns?
 - iii. Has any household member had Contact with someone who has Traveled?
 - iv. Has any household member had Contact with someone who is experiencing any flu-like symptoms, fever, respiratory issues, or other wellness concerns?
 - c. In the event of any member of the household being sick we will do the following:
 - i. Cancel and notify Sandra Deare-Robinson and Angela Procopio-Rahilly
 - ii. We will maintain contact with household and document education provided, and request any updates be shared with us. Until it is deemed that household is

no longer sick/at risk to employees, regular communication should be maintained

- iii. All information must be shared with supervisors for tracking purposes
- d. If you show up to pick up a participant and you find that people are sick with a communicable illness, you can leave and follow up with phone call requesting the information above and notify Sandy Deare-Robinson and Angela Procopio-Rahilly.
- e. During your workday, be sure to review and follow the CDC recommendations, stay educated and educate participants on importance of handwashing, review protocols for what should be done if someone does become ill. Remember the importance of notifying team should anyone become sick.
- f. If you are sick, DO NOT go to work.
 - i. Alert your supervisor of illness and provide symptoms you are experiencing. (i.e. fever, coughing, vomiting, headache, etc. current symptoms can be found on the [CDC website](#))
 - ii. Call your PCP
 - iii. Plan to self-isolate for 14 days upon being found positive for Covid-19 or exposed to someone who has been found positive for Covid-19
 - iv. Share you physician's recommendations with your supervisor
- g. Do not go to work until you are symptom free for 14 days (follow all current guidelines from [CDC website](#) and your PCP) and have received clearance from your supervisor.
 - i. You may be asked to provide a doctor's verbal clearance for your return to work, based on the type/severity of illness.

DIRECT CARE PRECAUTIONS

I. We will continue to provide direct care support as long as possible following the below listed guidelines

II. Daily Expectations

- a. On a daily basis direct care employee must check their Nonotuck Email
- b. On a daily basis direct care employee will check in with their supervisor to review their planned work schedule
- c. Each employee will be required to communicate with their supervisor a summary description of their daily work plan and copy the Program Director
 - i. Employee must report any of their own flu-like symptoms, fever, respiratory issues, or other wellness concerns to their supervisor and Program Director.
 7. Employee must report any contact with individuals who have recently traveled internationally or who have been experiencing Covid-19 symptoms
 - ii. Employee must report any flu-like symptoms, fever, respiratory issues, or other wellness concerns and copy their supervisor and ET Supervisor.
Current symptoms are below and can be found on the [CDC website](#):

*“Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms or combinations of symptoms may have COVID-19:*

- *Cough*
- *Shortness of breath or difficulty breathing*

Or at least two of these symptoms:

- *Fever*
- *Chills*
- *Repeated shaking with chills*
- *Muscle pain*

- *Headache*
- *Sore throat*
- *New loss of taste or smell*

Children have similar symptoms to adults and generally have mild illness.

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.”

- iii. Employees from out of household will wear masks and use recommended hygiene precautions.

Example Communication Template:

To: Supervisor

CC: Program Director

1. Daily Priorities:
2. Workplace Location(s): specify home/ office/ other specific locations
3. Wellness Check: for yourself and others in your household
4. Contact of employee or other household members with someone who has travelled internationally, out of state, out home, work locations other than Nonotuck?
5. Contact with someone who has Covid-19 Symptoms or tested positive for COVID (current symptoms can be found on the [CDC website](#))?

III. Prior to arriving to any home, employee must perform a household wellness screening phone call (script to follow).

- a. Phone screening questions must include the following:
 - i. Wellness Check?
 - ii. Is any household member experiencing any flu-like symptoms, fever, respiratory issues, or other wellness concerns?
 - iii. Has any household member had Contact with someone who has Traveled?
 - iv. Has any household member had Contact with someone who is experiencing any flu-like symptoms, fever, respiratory issues, or other wellness concerns?

- b. In the event of any member of the household being sick we will do the following:

- i. Cancel and notify supervisor and Program Director
- ii. We will maintain contact with household and document education provided, and request any updates be shared with us. Until it is deemed that household is no longer sick/at risk to employees, regular communication should be maintained
- iii. **All information must be shared with supervisors for tracking purposes**
- c. If you show up to a home and you find that people are sick with a communicable illness, you should leave and follow up with phone call requesting the information above and notify your supervisor and Program Director
- d. During your workday, be sure to review the CDC recommendations (current information can be found on the [CDC website](#)), stay educated and educate individuals and household members on importance of social distancing, handwashing, review protocols for what should be done if someone does become ill. Remember the importance of notifying team should anyone become sick.

The COVID-19 situation is very fluid and is changing daily. *Communication is vitally important.* Stay up to date with your Nonotuck supervisor, CDC and DPH recommendations.

Please let us know if you have any questions or concerns.

Thank you,

Your Nonotuck Executive Team