

FAMILY SERVICES OF THE MERRIMACK VALLEY
COVID-19 Safety Guidelines – Phase 1
Effective May 25, 2020

In an effort to protect the health of Family Services' staff, clients and the community as a whole, the organization is implementing the following policies and procedures to respond to the COVID-19 pandemic and be able to provide services to the community in a way that keeps everyone safe. **These policies will be in effect until further notice.** In the future, policies and procedures may be modified as risk levels change and the mandatory safety standards provided by the State of Massachusetts and the U.S. Center for Disease Control and Prevention change.

SOCIAL DISTANCING

FACE COVERINGS

- Everyone in any of Family Services' building must wear a face covering (mask) over their mouth and nose at all times. The only exception is staff alone in their offices may choose to remove their face covering.
 - Face coverings will be provided to anyone who needs one.
 - Signage will be placed around the building informing all staff and visitors of this requirement.

PROXIMITY

- All persons should remain at least six feet apart to the greatest extent possible, both inside and outside of Family Services' worksites.
 - All staff will continue to work remotely unless necessary to come to an FSMV site to complete a task.
 - Multiple person meetings should continue to take place virtually.
 - Common areas will be marked to guide people on remaining six feet apart
 - Signage will be posted reminding people of social distancing best practices
 - Clinical offices, shared spaces and high traffic locations throughout the building will be re-designed to maintain social distance (e.g., kitchens, rest rooms, waiting area, shared offices)
 - Each program should develop strategies to best serve clients in ways that ensure client needs are met in a manner that complies with social distancing guidelines and reduces in person exposure.

HYGIENE PROTOCOLS

- Regular handwashing and/or sanitizing is encouraged.
 - Maintain supply of adequate handwashing supplies

- Post proper handwashing signs near all sinks
- Provide hand sanitizer throughout the building
- Provided regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms
 - Provide resources that promote good hygiene related to shared surfaces (e.g., tissues, no-touch trash cans, hand soap, alcohol-based hand rubs containing at least 60 percent alcohol, disinfectants, and disposable towels for workers to clean their work surfaces).
- Staff will be provided with up-to-date education and training on COVID-19 risk factors and protective behaviors (e.g., cough etiquette and care of PPE).

CLEANING & DISINFECTING

- Disinfection of all common surfaces daily at regular intervals
 - Professional disinfection will take place in all FSMV office spaces once per day, Monday through Friday.
 - Staff will be assigned to conduct additional disinfection of certain high traffic areas (printers, waiting room) at certain intervals throughout the day.
- When an employee who has been onsite is diagnosed with COVID-19, professional cleaning and disinfecting will be performed throughout the building and at that individual's work station within one business day.
- FSMV staff are responsible for disinfecting private offices after a client encounter.

INFECTION RESPONSE

SCREENING

- All FSMV staff, clients and visitors must be **screened for potential COVID-19 infection** as a means of limiting exposure.
 - All Family Services' staff, clients, and visitors must certify, before entering an FSMV building or having contact with other staff, clients, or visitors, that they:
 - Have no signs of a fever or a measured temperature above 100.3 degrees or greater, a cough or trouble breathing within the past 24 hours.
 - Have not had "close contact" with an individual diagnosed with COVID-19. "Close contact" means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic.

- Have not been asked to self-isolate or quarantine by their doctor or a local public health official.
- Certification for FSMV staff will rely on self-report to supervisors or HR Director. Client and visitors will certify their status in writing when signing in at the front desk (signage will be provided explaining certification).
- Any employee who cannot certify all of the above must stay home and have no contact with any other FSMV staff, clients, or volunteers and must not enter FSMV work spaces.

RETURN TO WORK

- Any FSMV employees with suspected or confirmed COVID-19 infection must not return to work until:
 - At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications **and** improvement in respiratory symptoms (e.g., cough, shortness of breath); **and**,
 - At least 10 days have passed *since symptoms first appeared*

CONTACT TRACING

- All visitors to the building must sign in, documenting who was in the building during what days and times.
- FSMV staff must keep their Outlook calendars up to date, reflecting their working hours and noting what days and times they are at an FSMV work site.

SIGNAGE

- Signs will be posted throughout all worksites to emphasize public health measures (i.e., distancing, coughing etiquette, wearing of face coverings, and hand hygiene) and must provide access to hand sanitizer for patients and staff.