

Human Services, Inc. Safeguards in Place at our Facilities in response to COVID-19

Updated: May 11, 2020

First and foremost, our goal is to maintain a safe workplace and encourage and/or adopt practices protecting the health of employees, participants, and families in the communities we serve.

In an effort to maintain the health and wellbeing of our employees the following protocols are currently in place:

Offices and Centers are Currently Closed to the Public:

Human Services, Inc. is currently conducting business and supplying direct services remotely and by appointment only. Essential needs are being distributed by scheduled no contact pick-up, no contact drop-off and curbside pick-up is being utilized for our food assistance programs. The Human Services, Inc. Family Homeless Shelter is operating as normal. *See COVID-19 Update page on our website for detailed program information.*

Employee and Visitor Self-Health Screening Process:

(Entrance to facilities denied if employee or visitor is unable to answer yes to all questions in Health Checklist below)

Health Checklist

- I measured my temperature before coming to facility and it is below 100.4 degrees F
- I am not taking fever reducing medication
- I have been fever free for at least 72 hours without the use of medicine
- I do not have shortness of breath or difficulty breathing
- I do not have a dry cough
- I do not have unexplained muscle or joint aches
- I do have my normal sense of smell
- Within the last 14 days, I have not come into close contact with someone who has been diagnosed with a laboratory confirmed COVID-19 result

Social Distancing Policy:

Employees should follow social distancing best practices while at Human Services, Inc.'s facilities, including but not limited to workstations, breakrooms, common areas and office spaces. Specifically, employees are directed to:

- Stay 6 feet away from others when working or on breaks. Where a minimum distance cannot be maintained, employees are required to wear a **face mask**.
- Avoid job tasks that require face-to-face work with others when at all possible.
- Do not enter co-workers' offices, workspaces or classrooms. Make contact by telephone or video conferencing.
- Avoid contact with others (ex, handshakes).
- Avoid touching surfaces that may have been touched by others when possible.
- If you become ill with symptoms while working isolate yourself from others until you are able to exit the building.
- Distance yourself from anyone who appears to be sick.
- Avoid gathering when entering and exiting the facility. Employees should also only enter and exit designated areas.
- Follow any posted signage regarding COVID-19 social distancing practices.
- Disinfect workspaces often.
- Avoid touching face.
- Avoid nonessential gatherings.
- Stagger lunches to limit the number of individuals in the break room retrieving or heating lunches in the microwave.
- Avoid using common areas.

Employee and Visitor Health and Safety Protocols:

The success of our return to work action plan relies on how well our employees and visitors follow social distancing and health and safety protocols. As such, the following protocols have been implemented to ensure your health and safety. Please bring any concerns regarding the following protocols to a supervisor or HR immediately.

General Employee and Visitor Health and Hygiene

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home:

- Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically before eating.
- Cover coughs and sneezes.
- Avoid touching your eyes, nose and mouth.

To help employees and visitors remain healthy, Human Services, Inc. has hand sanitizer available. It is suggested that employees and visitors wash their hands more frequently than normal. Soap is provided at all locations. **Continue using pre-folded paper towels provided; do not use a dispenser unless it is “no touch”.**

In addition, employees are now required to wear face coverings when leaving their workspace and when physical distancing of 6 feet or more cannot be guaranteed. Employees may use company provided face masks or may provide their own disposable or material face coverings in accordance with CDC guidelines. Employees are required to wear face coverings when entering and exiting the building, when using common areas such as hallways, bathrooms, breakrooms and the lobby. Human Services, Inc. will maintain an inventory of disposable masks. **Visitors are asked** to wear a mask when visiting our facilities, but it is not required.

Finally, employees or visitors who are feeling sick are asked to stay home. Employees who have symptoms of acute respiratory illness, should immediately seek medical attention and follow the guidance of a health care provider. Employees with symptoms are required to work remotely when possible or take PTO. **Employees who have been diagnosed with or are aware they have been directly exposed to a confirmed case of COVID-19 must notify HR.**

Human Services, Inc. is currently working towards putting the following safeguards in place to reduce risk of spread as additional employees begin to enter the workplace and prior to re-opening of offices to the public:

- **Building entrances and exits:** Provide visible markings with tape or other methods that illustrate safe distance for people queuing/lining up or any other situation where employees or visitors are funneled to a building entrance or exit.
- **Receptionist Areas:** In process of putting up plexiglass/plastic barriers to offer protection to staff and the public. Tape or other method will be used to illustrate safe distance from desk.
- **Common Areas:** Display signage that reminds people to safely maintain 6 feet of social distancing and to wear a mask. Some common areas may be inaccessible to employees and visitors.
- **Restrooms:** In areas where restroom lines could form and/or inside restrooms, display signage that reminds people to maintain safe social distancing. Will put in place reduced occupancy rates where needed to maintain safe social distancing. Signage will be hung to remind employees and visitors of current measures put in place.

- **Hallways/Stairwells:** In order to ensure employees and visitors, allow 6 feet of space when walking up and down hallways tape will be placed on floor to visually show walk area for each direction. In walkways or stairwells that do not allow proper distancing, employees and visitors are directed to allow one person at a time to walk up or down hallway and/or stairs.
- **Common touch points:** The intent is to reduce common touchpoints throughout our facilities where possible. We are in the process of ordering and installing touchless soap and paper towel dispensers.

Employee Enhanced Cleaning and Disinfecting Protocols for the Workplace:

Receptionist Areas/Lobby Areas/Public Restrooms: High touch surfaces will be sanitized a minimum of every 2 hours as more employees return and we re-open to the public. Employees are directed to wear gloves and a facemask and wash hands following removal of gloves when sanitizing the following high touch areas:

- Counters, tables, all surfaces
- Doors, doorknobs, door bars
- Chairs
- Items on counters/tables handled by employees and/or the public
- Restroom sink, toilet, surfaces, doorknobs.