



Advanced Care Provider Network COVID-19 Policies and Procedures COVID-19 Infectious Disease Preparedness and Response Plan

This plan is meant to supplement the current COVID-19 operating procedures, exposure procedures, health related events emergency preparedness plan and infection control risk management policy and procedure.

The pharmacist, manager and/or audiology team member on site is designated to implement, monitor, and report on the COVID-19 control strategies. That person will remain on site at all times while employees are present.

Basic infection control measures

- Frequent and thorough handwashing is required (*see: Restricted Access and Employee Health Operating Procedure; Advanced Care Provider Network Emergency Preparedness Plan – Health Related Events; Advanced Care Provider Network Risk Management – Infection Control*)
 - Proper handwashing technique is outlined in Advanced Care Provider Network Emergency Preparedness Plan – Health Related Events, Appendix B and is as follows:
 - HANDWASHING – wash hands with plain soap and water or antimicrobial soap
 - Wet hands first with water (avoid hot water)
 - Apply a nickel/quarter-sized amount of soap to hands
 - Rub hands together for at least 20 seconds
 - Cover all surfaces of the hands and fingers
 - Rinse hands with water and dry thoroughly
 - Use paper towel to turn off faucet
 - If soap and water is not available, alcohol-based hand sanitizer that contains at least 60% alcohol may be used
- Employees are encouraged to stay home if they are sick (*see: Employee Guidance on Potential COVID-19 Exposure or Infection; Advanced Care Provider Network Emergency Preparedness Plan – Health Related Events*)
- Employees are encouraged to follow respiratory infection control etiquette, including frequent hand washing, and covering the mouth and nose while coughing or sneezing (*see: Advanced Care Provider Network Emergency Preparedness Plan – Health Related Events*)
- All employees and customers entering the location will be required to wear a face covering. If the customer does not have a mask, one will be provided for them. Alcohol-based hand sanitizer that contains at least 60% alcohol, tissues and trash cans will be available to customers as well. (*see: Restricted Access and Employee Health Operating Procedure*)
- When possible, employees will make their best effort to avoid using other employees' phones and computers
- Employees are encouraged to regularly clean and disinfect their homes and personal belongings to limit exposure and/or spread of infection in the home.

Identification and Isolation of Sick People

- Employees (*see: Employee Guidance on Potential COVID-19 Exposure or Infection*)
 - Identification: Employees will report signs/symptoms of COVID-19 illness during daily screening procedures, or during their work shift if symptoms develop. These symptoms will be reported to the employee's manager and to Human Resources.
 - Isolation: The employee will continue to wear his/her face covering and immediately leave the workplace. If they employee cannot leave the workplace immediately for any reason, the employee will be moved to an isolated area on the premises until the employee can leave the workplace.
- Customers
 - Identification: Signs will be posted at all points of entry and inside the location that educate customers about the signs/symptoms of COVID-19. The signs will also request customers to return to their car for curbside service if they are experiencing any signs/symptoms, or if they have been diagnosed as having presumed or confirmed COVID-19.
 - Isolation: If a customer identifies that he/she is exhibiting signs/symptoms of COVID-19, or has been diagnosed with presumed or confirmed COVID-19, the customer will be asked to return to their car or home. If the customer cannot leave the location immediately for any reason, the customer will be moved to an isolated area on the premises until the customer can leave the location.
- The number of persons on site at the location will be limited to 25% of the total occupancy as determined by the State and Local Fire Marshal.
- Employees will make their best effort to remain 6 feet apart as much as possible to adhere to physical distancing recommendations and requirements. All customers will be encouraged to do the same. This will be done with the assistance of physical markers designating 6-foot distances.

Workplace Protections

- All sites within Advanced Care Provider Network are operating under all signed COVID-19 Executive Orders and employment law, including sick and temporary leave flexibilities

Exposure Risk

As outlined in the Occupational Safety and Health Administration (OSHA) document "Guidance on Preparing Workplaces for COVID-19", all locations in the Advanced Care Provider Network are considered COVID-19 **medium** exposure risk workplaces.

- Engineering Controls
 - Plexiglass partitions are in place at points of close contact with the public (ex: cash registers)
- Administrative Controls
 - Face masks have been provided to all employees, and are available to all customers who enter the location without a face mask of their own

- Employees are required to properly wear face masks at all times (*see: Restricted Access and Employee Health Operating Procedure*)
- As stated above, signs are posted at all points of entry and inside the location that educate customers about the signs/symptoms of COVID-19. The signs will also request customers to return to their car for curbside service if they are experiencing any signs/symptoms, or if they have been diagnosed as having presumed or confirmed COVID-19.
- Customers will continue to be encouraged to utilize drive thru and curbside services when possible
- Personal Protective Equipment
 - Employees are required to properly wear face masks at all times (*see: Restricted Access and Employee Health Operating Procedure*)
 - When in contact with a patient with presumed or confirmed COVID-19, the employee should wear an N-95 respirator and gloves and, if appropriate, a gown and face shield.