COVID 19
Return-to-Routine
Universal Operational
Guidelines

PLEASE NOTE!

When you have completed this training, you will need to complete the test on the Employee Resources webpage.

Objectives

➢ To create a safe environment for clients, visitors, and staff.

➢ To identify the symptoms, understand how COVID 19 is spread, and learn how to control the spread.

➢ To understand the impact of the COVID 19 pandemic.

➢ To identify resources for understanding the COVID 19 pandemic

Slow and steady wins the race.

As more states open up, Volunteers of America of North Louisiana has established guidelines to ensure a safe return to our offices in North and Central Louisiana.

Our first priority continues to be the health and safety of our employees. We also know that the work is getting done from home so we can transition back slowly through a phased approach.

We're all in this together.

➢ We are using CDC, state, and local guidelines to design our return-to-routine policy.

➢ This will vary by program, but we will have 3 or more phases to returning to work, with the first two phases being voluntary. (We understand that some of you may need to work from home longer.)

➢ Each phase will be a pilot and, if there are concerns, we may change direction.

It's a team effort!

Please remember that, although we are taking as many precautions as possible, each individual should take precautions. All the cleaning and sanitizing protocols that have been put in place are not a 100% guarantee of an employee's safety without everyone's cooperation.

Sanitizing is a team effort and we need everyone's assistance. Employees are asked to sanitize their keyboards and surfaces (desks, countertops, door knobs and handles, faucets used, areas touched when using the copy machine, etc.) throughout the day.

Symptoms of Coronavirus/COVID 19

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

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

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Emergency Warning Signs

While many people can recover from COVID-19 at home, the following signs indicate the need for emergency medical attention:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face.

These require a call to 911 and notifying the operator that you might have COVID-19.

COVID 19, the flu, or a common cold?

COVID-19, the flu and the common cold are all respiratory viruses. Because they are all respiratory viruses, the symptoms are similar and so is the way the disease spreads.

Studies are showing that people with COVID-19 can be contagious even before they exhibit symptoms. Mortality (deaths) for COVID-19 are higher than for flu, especially seasonal flu.

COVID 19, the flu, or a common cold?

The cold can be treated at home and people will generally recover without any problems. The flu can be treated at home, though some people with underlying health conditions may develop pneumonia. Sometimes people with flu require hospitalization.

COVID-19 is more mysterious. Some young heathy people have few or no symptoms and require no specific treatment, but COVID-19 may require hospitalization and intensive treatment, especially for those who are older or who have serious health conditions. COVID-19 can be fatal, and we do not yet have information on the death rate for this disease because it is so new.

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COVID 19, the flu, or a common cold?

Flu vaccine can prevent certain strains of flu and/or reduce the effect of flu. There is no need for a vaccine for the common cold as the results are generally not serious. **There is no vaccine for COVID-19.**

To protect the health of all, employees who are ill should not come to work, and anyone exhibiting symptoms should be sent home immediately.

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Can you pass the test?

If you are experiencing symptoms or have been exposed to COVID 19, click on the blue link to use the CDC's [Self Checker](#) to help you make decisions and seek appropriate medical care if necessary. The link is directly beneath the list of symptoms when you reach the webpage.

A template for a Wellness Screening is available in the COVID 19 Resources file on the Public Drive. Supervisors are encouraged to use a similar tool to screen visitors. NOTE: During Phases 1 and 2 of the Return-to-Routine, only essential visitors should be allowed into the building.

How is COVID 19 spread?

COVID-19 is generally spread from one person to another. A person can be infected from droplets sprayed when

a person coughs, sneezes or even talks. This is why social distancing is important. People should remain at least 6 feet from each other.

A person may become infected when virus droplets that have fallen on a surface (like a door handle, countertop or table) and then are touched by another person. The virus is carried to a new person by touching one's mouth, nose or eyes.

An Ounce of Prevention…

We encourage employees to take their temperature before leaving home. **If the temperature is over 100.4 degrees Fahrenheit**:

➢ The employee should stay home and **not** report to work/enter the building.

➢ The employee should monitor their symptoms, and contact their medical provider or use telehealth if concerned about the symptoms.

➢ Employees should notify their supervisor if they will not be at work and why.

➢ The supervisor should notify Kyra Ebarb in Human Resources.

Universal Operational Guidelines

➢ It is recommended that all staff wear a mask when interacting with a client or coworker. Clients and visitors should wear a mask when visiting any property or office; masks will be available, as needed. Everyone should maintain a safe social distance of at least 6 feet.

➢ Visitors should be by appointment and be conducted in a conference or designated meeting room for the facility.

➢ Staff should wash hands often with soap and water for at least 20 seconds.

➢ Avoid touching eyes, nose and mouth with unwashed hands.

➢ Hands should be washed before and after handling food or food prep. Use gloves when directed.

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Universal Operational Guidelines cont'd

➢ Staff should not share equipment, including computers, phones, etc., and should clean their office area regularly: COVID 19 cleaning instructions are available in the COVID 19 folder on the public drive.

➢ All staff are encouraged to keep office doors closed.

➢ All travel requests should first be approved by your supervisor.

➢ All third party contractors should be approved for site work by Logistics and the property manager.

Universal Operational Guidelines

➢ Kitchens/break rooms and common areas will be limited to one person for every 10 square feet of space used.

➢ All conference rooms will have a 5 person maximum occupancy unless otherwise posted.

➢ Training classes will continue via online training or Zoom sessions.

➢ Supervisors should limit staff meetings to 5 or less with 6 feet social distance maintained.

➢ Agency vehicles should be sanitized daily and following client transportation.

Why wear a mask?

- ➢ COVID 19 can be spread through respiratory droplets produced when an infected person coughs, sneezes, or talks.

- ➢ These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

- ➢ COVID-19 may be spread by people who are not showing symptoms.

- ➢ Click here to see why wearing a mask can be an effective method to prevent the spread of COVID 19.

Wearing a Mask Properly

➢ Wash your hands before putting on your face covering.

➢ **Put it over your nose and mouth and secure it under your chin.**

➢ Try to fit it snugly against the sides of your face.

➢ Make sure you can breathe easily

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Wearing a face covering properly

➢ Wear a face covering to help protect others in case you're infected but don't have symptoms

➢ Keep the covering on your face the entire time you're in public

➢ **Don't** put the covering around your neck or up on your forehead

➢ **Don't** touch the face covering, and, if you do, wash your hands

If you wear a cloth mask, it is best to have several so you always have one when you need it. Be sure you wash the mask you use each day in hot water and dry it in the dryer. Store your mask in a clean bag.

Why wash your hands?

➢ 80% of infectious diseases are transmitted through contact with each other.

➢ Hand hygiene is one of the most effective practices to prevent the spread of infection. (World Health Organization)

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5 Easy Steps from the CDC

1. **WET** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

2. **LATHER** your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.

3. **SCRUB** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

4. **RINSE** your hands well under clean, running water.

5. **DRY** your hands using a clean towel or air dry them.

You missed a spot!

Click [here](#) to see what parts of the hands you might be currently missing when you wash your hands.

An [instructional video](#) from the CDC is available in the COVID 19 Resources folder on the Public Drive.

When to Wear Gloves

For the general public, CDC recommends wearing gloves when you are cleaning or caring for someone who is sick.

In most other situations, like running errands, wearing gloves is not necessary. Instead, practice everyday preventive actions like keeping social distance (at least 6 feet) from others, washing your hands with soap and water for 20 seconds (or using a hand sanitizer with at least 60% alcohol), and wearing a cloth face covering when you have to go out in public.

When should you use gloves?

➤ When you might come in contact with blood or any body fluids, open wounds, or mucus membranes

➤ Performing or helping with mouth care

➤ Performing care on a consumer who has broken skin

➤ When you have open sores or cuts on your hands

➤ When shaving a client

➤ When disposing of soiled bed linens, gowns, dressings and pads

➤ When handling money or credit cards

➤ When disinfecting surfaces

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Removing gloves

To remove gloves without spreading germs, never touch your bare skin with the outside of either glove.

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COVID-19/Coronavirus

For more resources on universal precautions regarding COVID-19, refer to the COVID 19 Resources folder on the Public Drive.

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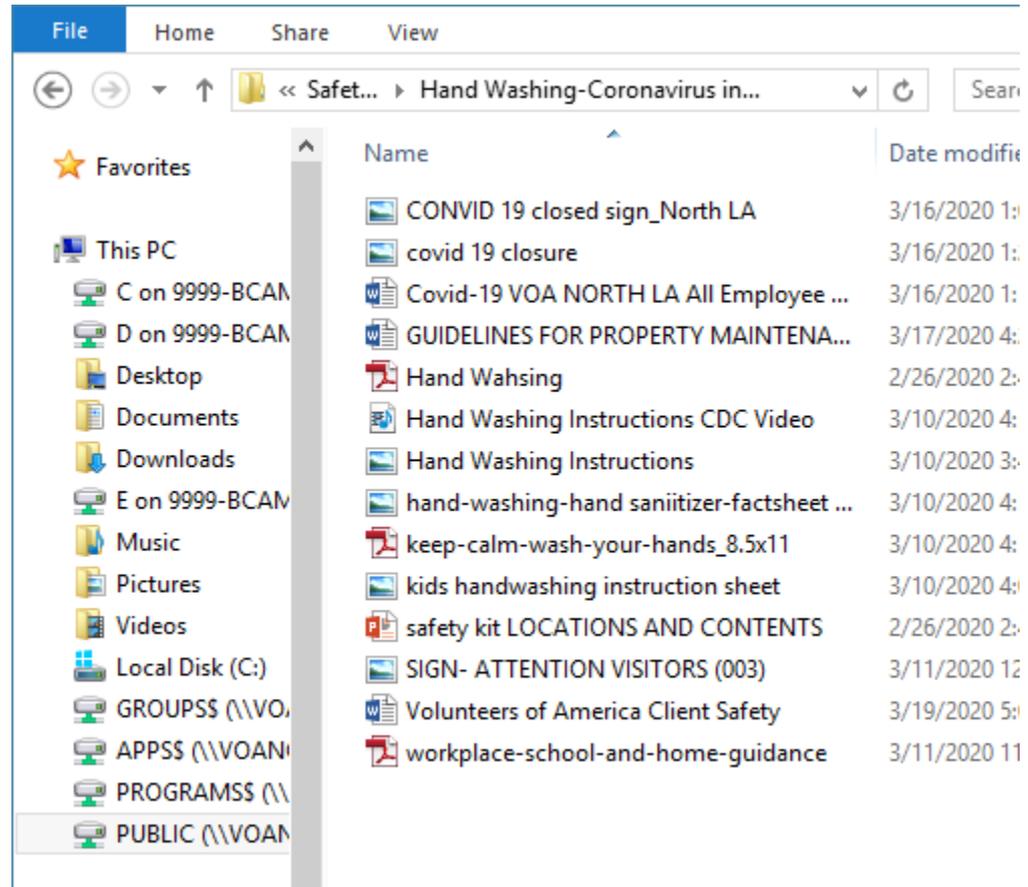
COVID-19 Resources

Centers for Disease Control and Prevention

Louisiana Department of Health Response to COVID-19

Directory of Local Health Departments

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Sources

"Coronavirus/COVID 19." Centers for Disease Control and Prevention, US Department of Health and Human Services, 2020 May 27. https://www.cdc.gov/coronavirus/2019-nCoV/index.html

"Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19), February 2020," Louisiana Department of Health, 2020 April 27.

"Removing Disposable Gloves." American Red Cross, 2014.

One more thing!

Upon completion of this training, please complete the test on the Employee Resources page. After you have submitted your test, you will receive a confirmation email. When the test has been scored by the Training Manager, you will receive an email with your score.