

COVID-19 PHASED REOPENING, POLICIES, AND PROTOCOLS



Embrace FamiliesSM

Building Stronger Communities

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Revised November 13, 2020

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I. Guiding principles

We recognize the decision about how and when we reopen depend on many factors but include:

- a. When the state and counties reopen, we are not required to reopen. We will make a decision that best meets the needs of our employees, partners and clients.
- b. Our decisions will be data driven and consistent with CDC and Health Department guidelines.
- c. We recognize that there will be a gradual reopening. As others have referred to it – it will not be a light switch that is goes on or off but, more like a dimmer switch.
- d. When we reopen, we will take steps to ensure the ongoing health of our employees and clients.
- e. We recognize the needs of our workforce to serve and protect their families, and will do what we can to accommodate them while ensuring our clients' needs are met.
- f. Front line staff should be given clear guidance on steps to protect themselves and our clients.
- g. We will regularly communicate with all our partners and ensure that front line staff, caregivers and clients receive consistent messages from all of us.

II. Definitions

Keeping with the guiding principle of being consistent with CDC and Health Department Guidelines, the following terms used in this document or in other Embrace Families statements are defined here:

- a. An “*infected person*” is any individual with reasonable chance that they have, or have been exposed to, the virus, including:
 - An individual who believes they have COVID-19
 - An individual who has been exposed to someone with a positive test for COVID-19
 - An individual who has a confirmed positive test for COVID-19
 - An individual who has symptoms of COVID-19
- b. “*Exposure or close contact*” means that a person has been within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from 2 days before illness onset (or, for asymptomatic patients, 2 days prior to test specimen collection) until the time the patient is isolated. Please refer to “infected person” definition above. (Example: If you have been within 6 feet of an individual who has been exposed to someone with a positive COVID 19 test, you should consider yourself as having exposure/close contact.)
- c. “*Symptoms*” are those physical signs commonly associated with COVID 19. As knowledge continues to grow about this virus, the following CDC website will be relied upon:
<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>.
- d. “*Test*” is the tool used to diagnose COVID-19. Currently there are several tests being used. **When Embrace Families requests testing, Embrace Families is referencing a Molecular test.** Antigen tests (rapid tests) have not been found to be reliable. Antibody tests do not test an active virus; they indicate whether a person previously had COVID-19.

III. Phase 1 – “Essential Use.”

- a. All buildings remain closed to visitors and everyday office use. Only essential services will be provided in our buildings.
- b. During this phase, the MIS department in partnership with the Human Resources Department will continue to explore ways to enhance productivity for remote work and minimize the need for staff to enter any buildings.
- c. During this phase, the Foundation, Human Resources Department and Training Department will continue to provide on line team building and engagement activities.
- d. Meetings will be conducted by Zoom or other video technology.
- e. The Following services are deemed essential services but are not an exclusive list of essential services:
 - Osceola Children’s Advocacy Center provision of victim evaluations and services. The Center will screen all visitors using the attached Embrace Families Screening questions and a no-touch thermometer.
 - Limited training that cannot be conducted via zoom. Any training usage has to be approved by Training Director and Chair of the Emergency Response Team.
 - Drug testing.
 - Accounting services needed to process payments of accounts payable.
 - Family Visitation Centers. These services will follow the attached Family Visitation Policy.
 - Records rooms will be operating but restricted to records room staff only. Extra precautions will be taken to protect records room staff.
- f. Additional essential services may be approved by building executive directors in consultation with Chair of Emergency Response Team.
- g. During this phase, the following services will be provided even if not conducted in our buildings:
 - Monthly visits with caregivers, parents and children will continue to be conducted by video technology unless safety criteria requires a face to face visit. When safety requires a face to face visit, the case manager or caregiver support manager will use the attached Embrace Families Screening questions prior to the visit and use the following precautions:
 1. Wearing personal protective equipment including gloves and mask;
 2. Bringing separate pen to leave if documents need to be signed;
 3. Conducting as much of the visit as possible outside;
 4. Maintaining six feet social distance from all being visited.
 - When a Pathways worker requires a face to face contact with a client, the same procedures as monthly face to face visits will be followed.
 - Home inspections for the purposes of licensing or relicensing. Home inspectors must follow the attached Home Study Protocols during COVID-19 Pandemic which incorporates the attached Embrace Families Screening Questions.
 - Embrace Families Community Based Care and its partners will continue to identify matters ready for permanency. Working in partnership with the Department, efforts will be made to push the courts to use its modified procedures to ensure that these matters are heard and resolved.

IV. ***“Phase 2 – Limited Access”***

- a. The following team will make a recommendation to the Executive Leadership of when to begin Phase 2: Chair of Emergency Response Team; County Executive Directors; Vice Presidents; and, Director of Human Resources. The County Executive Directors and Vice Presidents will seek input from colocated partners in this decision to move to phase two.
- b. The decision to implement Phase 2 will be made on a county by county basis. Some buildings may remain in Phase 1 if their county does not meet the criteria for Phase 2. It is also possible that a building that previously was in Phase 2 may return to Phase 1 based on deterioration of conditions in their county.
- c. The following criteria will be used by the team to decide when to move a building to Phase 2:
 - No confirmed or suspected cases of COVID-19 in the buildings within a 14-day period; or if confirmed or suspected cases have occurred in the building, a deep cleaning and disinfecting of exposed areas have been done with the applicable employee self-quarantined.
 - No recent local or state additional restrictions on movement or commerce.
 - Improvement of the COVID-19 conditions in the community over a 14 day period including:
 1. improved numbers of confirmed COVID-19 cases and deaths in relation of the community’s population density;
 2. downward trajectory of positive tests as a percent of total tests;
 3. size of particularly vulnerable populations; and,
 4. availability of medical facilities including emergency and intensive care capacity.
- d. There will be at least a two week notice distributed to all employees and colocated partners prior to the implementation of Phase 2.
- e. Prior to the implementation of Phase 2, each building will have a deep cleaning.
- f. Employees will still be allowed and encouraged to work remotely.
- g. No more than 30 percent of those that work in the buildings – including Embrace Families employees and our co-located partners - will be allowed in the building at the same time.
 - Each Department and colocated partner will submit a plan on how each will stagger employees to ensure no more than 30% of the workforce will be in the building at any one time.
 - Plans will be reviewed by the Human Resources Department in consultation with the Chair of the Emergency Response Team prior to approval.
 - Accommodations will be made to help working parents address childcare issues and to safeguard employees with underlying health conditions.
- h. Employees will be required to follow the attached Building Safety Information for Employees and Visitors. Prior to returning to the office, all employees will participate in a training on safety measures and proper use of personal protective equipment and agree to comply with the Building Safety Information.
- i. All employees and visitors will be required to have their temperature taken when entering the building. Employees may take it at home or upon arrival at the office. There will be no touch thermometers located in all the buildings. Anyone with a temperature higher than 100.4 will be asked to leave the building and not return until a negative COVID-19 test result or an alternative explanation for the temperature.

- j. Records rooms will be operating but restricted to records room staff only. Extra precautions will be taken to protect records room staff.
- k. During this phase, the MIS department in partnership with the Human Resources Department will continue to explore ways to enhance productivity for remote work and minimize the need for staff to enter any buildings.
- l. During this phase, the Foundation, Human Resources Department and Training Department will continue to provide on line team building and engagement activities.
- m. Business meetings will continue to be conducted by Zoom or other video technology.
- n. Case related meetings (Youth Transition, Family Services Team, etc.) will follow the attached Embrace Families Spatial Distancing Face to Face Meetings Protocols.
- o. Monthly visits with caregivers, parents and children will be conducted by video technology unless safety criteria requires a face to face visit. If safety requires it or the Department mandates more face to face visits, the case manager or caregiver support manager will use the attached Embrace Families Screening questions prior to the visit and use the following precautions:
 - 1. Wearing personal protective equipment including gloves and mask;
 - 2. Bringing separate pen to leave if documents need to be signed;
 - 3. Conducting as much of the visit as possible outside;
 - 4. Maintaining six feet social distance from all being visited.
- p. When a Pathways worker requires a face to face contact with a client, the same procedures as monthly face to face visits will be followed.
- q. Adaptations to ensure social distancing and safety will be made to work areas, common areas and meeting rooms.
- r. Meeting rooms will have a dramatically smaller capacity.
 - Chairs will be removed to ensure compliance.
 - Community groups will not be permitted to reserve our rooms.
 - Room priority will be given to case related meetings and necessary trainings that cannot be conducted via Zoom or other video technology.
- s. Due to the limited use of the building, there will not be a requirement to have staff at our reception desks. All visitors should make appointments if they are entering the building.
- t. Business visitors to our buildings are discouraged and only permitted when necessary for the operations of the buildings. Business meetings should be conducted by Zoom or other video technology.
- u. Business travel is only permitted when approved by the CEO or COO.
- v. Short of a return to Phase 1, buildings may be shut down if the building has been exposed by someone with COVID-19.
 - The Chair of the Emergency Response Team in consultation with the Executive Director or COO will make the decision to close a building.
 - The shutdown will occur upon possible exposure until there is a confirming positive test results.
 - When confirmed, the building will remain closed until cleaned.
 - Those employees who came in contact with the person with a positive test will be contacted and asked to quarantine for 14 days

V. Phase 3 – “The New Normal.”

- a. The 30% capacity rule is lifted but the pandemic remains a threat in our community.
- b. The following team will make a recommendation to the Executive Leadership of when to begin Phase 3: Chair of Emergency Response Team; County Executive Directors; Vice Presidents; and, Director of Human Resources. The County Executive Directors and Vice Presidents will seek input from collocated partners in this decision to move to phase 3.
- c. There will be at least a two week notice distributed to all employees and collocated partners prior to the implementation of Phase 3.
- d. During this phase, the Foundation, Human Resources Department and Training Department will continue to provide on line team building and engagement activities.
- e. The following criteria will be used by the team to decide when to move a building to Phase 3:
 - When employees who are parents have adequate child care / school options to ensure safety for kids and family;
 - Small percentage and sustained number of cases in the community; and
 - There is adequate testing and tracing in the community to monitor and control community outbreaks.
- f. Employees will continue to be permitted to work remotely. Each Department and collocated partner will submit a plan on permitting employees to work remotely.
 - Accommodations will be made to help working parents address childcare issues and to safeguard employees with underlying health conditions.
 - Plans will take into consideration partial remote and partial in office work.
 - Plans may be different per department and position to maximize productivity and safety.
 - Plans will be reviewed by the Human Resources Department in consultation with the Chair of the Emergency Response Team prior to approval.
- g. Meeting rooms will continue to have smaller capacity.
- h. Employees will continue to be required to follow the attached Building Safety Information for Employees and Visitors.
- i. All employees and visitors will be required to have their temperature taken when entering the building. Employees may take it at home or upon arrival at the office. There will be no touch thermometers located in all the buildings. Anyone with a temperature higher than 100.4 will be asked to leave the building and not return until a negative COVID-19 test result or an alternative explanation for the temperature.

VI. Phase 4 – Return to Pre-COVID-19 Normal.

- a. COVID-19 no longer presents a significant risk to public health and safety. Our offices would return to the conditions and usage before COVID-19.



In partnership with



Priority Visitations

Effective immediately, case management and caregiver support management are encouraged to review cases and identify those cases in which visitation can be resumed in person. This includes parent/child and sibling visits. Priority should be given to cases involving children under the age of five and families close to reunification. As is always true, court orders must be considered and followed when arranging visitations. Until the end of May, a standing administrative court order requires all parties including caregivers to consent to any in person visitation.

The cases that are determined to meet the criteria for resuming in person visitation should be communicated to the Visitation Program Manager from the designated person from each agency. This allows for the visitation program to review these protocols and / or contact all parties involved in the visit to review the procedure and protocol that will be instituted.

Before any visitation is to occur, the attached screening questions should be conducted with the family members who will be visiting to ensure the safety of all involved. These questions should be done over the phone before confirming a visit and on-site before initiating the visit. If the person has a positive answer to question 1, the visit will be postponed until the person has completed a COVID-19 test. If the person answers yes to question 2, 3, or 4, the visit will be postponed until 14 days have expired since the condition indicated. If the person answers yes to 5 or 6, extra precautions should be taken to minimize exposure that could be transferred to the vulnerable person.

Supervised Visitation Outside or in Community Space

Outside Area (public parks, playgrounds)

- Team members should utilize mask and gloves during the entirety of the visit.
- Screening questions will be completed and documented prior to the visit maintaining the social distance guidelines before visit begins.
- Parents will be required to wash their hands thoroughly before the visit or use hand sanitizer if there is no sink available.
- When the visit is over, the team member will ensure the children wash their hands or sanitize prior to entering the transport vehicle.

We do good.



- Team member should change to a new set of gloves after the children's hands are cleaned and prior to transporting the children home to avoid cross contamination.
- After the children are transported home, the team member will sanitize the vehicle by wiping door handles, armrests, car seats, and any other surfaces inside the vehicle to eliminate cross contamination.

Community Space (restaurants, libraries)

- Team members should utilize mask and gloves during the visit.
- Screening questions will be completed and documented prior to the visit outside the building using social distancing before visitors enter the community location.
- Parents will be required to wash their hands thoroughly before the visit or use hand sanitizer if there is no sink available.
- If the visit is occurring at a table, the team member will wipe down the surface of the table prior to beginning the visit.
- After the visit is over, the team member will assist the children with washing/sanitizing their hands before transporting the children home.
- Team member should change to a new set of gloves after the children's hands are cleaned and prior to transporting the children home to avoid cross contamination.
- After the children are transported home, the team member will sanitize the vehicle by wiping door handles, arm rests, car seats, and any other surfaces inside the vehicle to eliminate cross contamination.

Supervised Visitation within the CBC Service Center

Visitation is available at each service center. There are specific designated rooms for supervised visitation that could limit any extraneous contact. The East Service Center is the only site that utilizes space that allows access to the service center from the designated visitation room. Visits will be scheduled 30 minutes apart to allow for thorough cleaning between visits.

- Any visitor over the age of 2 coming in without a face covering, is given a mask and asked to wear it while on site.
 - Parents may be permitted to remove the mask while visiting with their children.
- Team members should utilize mask and gloves during the visit.
- Parents will wait outside to be escorted into the service center.
- Screening questions will be completed and documented prior to the visit outside the building before visitors enter.

We do good.



- Parents will be required to wash their hands thoroughly before the visit or use hand sanitizer if there is no sink available.
- Escort the parent into the visitation room for the visit where a separate team member is waiting with the children to supervise the visit.
- When the visit is over, the first team member will escort the parent from the building.
- After escorting the parent out, the room will be cleaned and sanitized. Any toys/items that were touched and used during the visit will also be cleaned and sanitized. All doors and any common area used are wiped down between each visit.
- The team member with the children will assist them with washing/sanitizing their hands before transporting the children home.
- Team member should change to a new set of gloves after the children's hands are cleaned and prior to transporting the children home to avoid cross contamination.

It should be noted that parents and/or children may need to utilize the restroom during a visit. There should be a designated bathroom parents are allowed to utilize in the service center. The Visitation Program team members will escort parents to and from the restrooms.

SCREENING QUESTIONS

Hello, as part of the COVID-19 screening process, we would like to ask the following questions:

1. Do you have any respiratory symptoms such as cough, difficulty breathing/shortness of breath or respiratory infection such as pneumonia or flu? Yes No
2. Have you had or been in close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days? Yes No
3. Have you had two of the following symptoms in the past 14 days:
 - Fever (greater than 100)
 - Repeated shaking with chills
 - Headache
 - New loss of sense of smell or taste
 - Diarrhea
 - Muscle Pain
 - Sore Throat
 - Vomiting
4. Have you, anyone in your household or visitors to your household, traveled either outside of the United States and/or to California, Connecticut, Illinois, Louisiana, Massachusetts, Michigan, New York, New Jersey, Pennsylvania, and Washington, Dade County (Miami), Broward County (Ft. Lauderdale) or Palm Beach County (West Palm Beach) in the last 14 days?
Yes No
5. Is there anyone in your home over 60 years old, immune compromised or otherwise at risk for infection?
Yes No
6. Are you a first responder, healthcare worker, or employee or attendee of a child or adult care facility?
Yes No

Home Study Protocols during COVID-19 Pandemic

As part of our licensing of caregivers, our staff or our partner staff need to inspect homes. The COVID-19 pandemic has not eliminated this need even if there have been some extensions to timelines given by the State. To fulfill our obligations while protecting our caregivers, the following protocols will be implemented to our home study practice.

- As much work will be done outside the home via technology. Any signatures or review of documents should be done electronically before or after the home inspection. All interviews should be conducted via video communications tools.
- Caregivers need to consent to any home inspection. However, a license may be delayed without a home visit. So, these protocols along with additional protections should be discussed to make the caregiver comfortable with the inspection.
- A screening tool should be conducted 24 hours prior to the visit – see attached.
- Whoever is doing inspection must wear a mask and gloves throughout the inspections. Masks and gloves should be offered to the caregivers and all members of the caregiver's home.
- Each inspector should limit the number of homes inspected to no more than two per day to minimize the potential for cross contamination between one home that may have been exposed to the virus and other homes.
- Although the inspection needs to be complete and comply with all regulatory requirements, the time in home extremely limited to the necessary tasks.
- Maintain six feet separation from all the persons in the home at all times.
- If a signature is needed, a separate pen should be provided and left with the caregiver.

Nothing matters more than the well-being of those we employ and those we serve. Keeping our buildings, and the people who enter, as safe and infection-free as possible is our top priority.

Effective immediately, and until further notice, we ask all who enter to follow these important health and safety guidelines – no exceptions.

MASKS REQUIRED

- All individuals entering the building, including employees, must wear a face covering.
- Masks are required to be worn while in common areas, and when entering/exiting the building. Masks may be removed in private workspaces only.
- Disposable masks are available for those who do not have their own mask.
- Masks are available at all our offices, along with gloves, hand sanitizer, hand soap, paper towels and other essential supplies.

ELEVATORS LIMITED TO TWO RIDERS

- No more than two individuals may enter/ride an elevator at a time.
- To ensure social distancing, individuals should stand on opposite sides of the elevator.

WEAR GLOVES WHEN HANDLING SHARED ITEMS

- Gloves must be worn when using/touching shared items – including, but not limited to: coffee makers, water dispensers, copiers, door handles, postage machine, elevator buttons.
- To minimize use of shared items, whenever possible, we encourage employees to bring individualized drinks.
- Please refrain from utilizing the items shared by others in the building if you are not wearing gloves.

CLEAN WORKSPACE AND EQUIPMENT DAILY

- Before leaving each day, team members are required to wipe down personal equipment and desks to help manage the potential spread of germs.

Spatial Distancing Face-to-Face Meetings (Tri- County Operations)

Until our offices are fully reopened or further notice, Embrace Families will continue to hold case meetings via Zoom or conference call. When the participants feel a case meeting is not productive via Zoom or conference call and a face to face meeting is necessary, the following proceedings will be followed. Any participant can request a face to face meeting but no one is required to attend a face to face meeting. If some participants wish to join a scheduled face to face meeting via zoom, the meeting can be held partially face to face and partially by Zoom.

- All participants will complete the screening tool and indicate their preference for virtual or face to face meeting.
- The facilitator has the discretion of determining which participant should attend face-to-face.
- A participant should not be allowed to participate face to face without a completed screening tool (*i.e. a GAL who shows up last minute*).
- FST's should be scheduled in hourly increments versus every 40 minutes, which will allow time to accommodate the necessary protocols for managing the meeting and sanitizing the room between meetings.
- Smaller conference rooms can only accommodate 3 people. Larger training rooms can accommodate 4-6 people (6 ft. apart for social distancing).
- Hand sanitizer dispensers will be placed on the outer conference/training room door areas. Sanitizer will also be located on the tables in the room.
- The facilitator will wear gloves and use disinfectant wipes to clean the tables and chairs after each meeting and document date/time on the cleaning log, which will be located in the meeting room.
- Participants will be informed of the elevator protocol - No more than two individuals should enter/ride an elevator at a time; and, to ensure social distancing, they should stand on opposite sides of the elevator.
- Participants will wear masks upon entering the building and during the meetings. Mask will be provided to participants who do not have masks.
- All meeting participants must sign in at the front desk and then escorted to the meeting room.
- No touch temperature testing will be implement once we have the equipment. All participants temperature will be taken before entering the building. Anyone with a temperature above 100 will be denied admission.

Face to Face Meeting Screening Questions

Hello, as part of the COVID-19 screening process, we (CFCE) would like to ask the following questions:

1. Do you want to participate in the case meeting in person or by telephone or video?
 ___ In person ___ By telephone ___ By video
2. Do you have any respiratory symptoms such as cough, difficulty breathing/shortness of breath or respiratory infection such as pneumonia or flu? Yes ___ No ___
3. Have you had or been in close contact (within 6 feet) with someone who has a laboratory confirmed COVID-19 diagnosis in the past 14 days? Yes ___ No ___
4. Have you had two of the following symptoms in the past 14 days: Yes ___ No ___
 - a. Fever (greater than 100)
 - b. Repeated shaking with chills
 - c. Headache
 - d. New loss of sense of smell or taste
 - e. Diarrhea
 - f. Muscle Pain
 - g. Sore Throat
 - h. Vomiting
5. Have you, anyone in your household or visitors to your household, traveled either outside of the United States and/or to California, Connecticut, Illinois, Louisiana, Massachusetts, Michigan, New York, New Jersey, Pennsylvania, and Washington, Dade County (Miami), Broward County (Ft. Lauderdale) or Palm Beach County (West Palm Beach) in the last 14 days?
Yes ___ No ___
6. Is there anyone in your home over 60 years old, immune compromised or otherwise at risk for infection?
Yes ___ No ___
7. Are you a first responder, healthcare worker, or employee or attendee of a child or adult care facility?
Yes ___ No ___
8. I understand that if I attend the meeting in person I will be expected to wear a mask throughout the meeting and any time I am in the building. I also understand that if I will need to ride an elevator, there will only be permitted two persons in an elevator at a time.

Signature

Print Name