



COVID-19 REOPENING PLAYBOOK



EXECUTIVE SUMMARY

As cases of COVID-19 continue to decline within the metro Detroit area, On My Own of Michigan is moving cautiously toward restarting in-person services.

This playbook is designed to share with you our phased-in approach to restarting in-person services, our steps for keeping you safe while in our office and our protocols for tracing and managing cases of COVID-19 within our community.

As you review this playbook, please don't hesitate to reach out to our Executive Director with any questions. She can be reached at jennifer@onmyownofmi.org.

We look forward to welcoming you back to our office soon.

REOPENING PHASES

	PHASE 1	PHASE 2	PHASE 3	PHASE 4	PHASE 5	PHASE 6	PHASE 7
TARGET DATE	June 8, 2020	June 22, 2020	July 6, 2020	July 20, 2020	August 3, 2020	August 17, 2020	September 7, 2020
GOAL	Educate all staff + members on reopening protocols	Begin returning to in-person services for Independent Living Program members	Continue returning to in-person services for Independent Living Program members	Begin offering outdoor small group Skill Building Program activities	Begin offering indoor small group Skill Building Program activities	Resume full in-person services for Independent Living Program members	Resume full in-person services for Skill-Building Program members
DETAILS	<ul style="list-style-type: none"> • Training required for all staff and members before resuming in-person activities 	<ul style="list-style-type: none"> • In-person services for Independent Living Program members for critical needs only • Direct care provided; no in-person contact allowed 	<ul style="list-style-type: none"> • One in-person meeting offered in July to all Independent Living Program members • In-person direct care offered for critical needs only 	<ul style="list-style-type: none"> • Groups of 10 or less allowed to gather for activities outdoors, while maintaining appropriate physical distance 	<ul style="list-style-type: none"> • Groups of 10 or less allowed to gather for activities indoors, while maintaining appropriate physical distance 	<ul style="list-style-type: none"> • In-person meetings offered on regular schedule to all Independent Living Program members • In-person direct care offered for all needs 	<ul style="list-style-type: none"> • Groups of more than 10 allowed to gather for activities indoors, while maintaining appropriate physical distance

REOPENING PHASES

A few notes about our reopening plan:

Our reopening is dependent on the laws governing business operations in Michigan. If state or local government officials determine it is unsafe or unlawful to proceed with the next phase of our reopening plan, we will pause our reopening until it is safe and legal to proceed.

If a case of COVID-19 is confirmed within our community, we will stop the reopening process and determine the appropriate next steps. These steps may include suspending all in-person services again.

Our staff leadership team meets weekly to determine the safety of continuing our reopening plan. If it is ever deemed unsafe to continue, we will pause our reopening until it is safe to proceed.

TRAINING

Before re-opening, all staff will receive training on infection control practices, the proper use of personal protective equipment (PPE), the steps to be taken in the event a case of COVID-19 is suspected or confirmed to be in our community, how to report unsafe working conditions and their role as worksite supervisors.

Before re-opening, all members will receive training on personal hygiene, the proper use of masks, the procedures to follow when interacting in-person at On My Own of Michigan meetings or events, and the steps to be taken if they suspect or are confirmed to have COVID-19.

CRITICAL NEEDS

In the beginning phases of our reopening, only staff and visitors who are filling critical needs will be permitted to have in-person contact and/or be in our office.

Needs will be assessed by staff to determine if they meet the threshold for being deemed critical. Needs with no viable way of utilizing virtual or no-contact service delivery methods may be deemed critical.

However, all visitors have the right to refuse in-person services and maintain virtual or no-contact service delivery methods if there is a reasonable health or safety concern present.

It is highly recommended that staff work remotely as much as possible and to only utilize in-person contact when needs are deemed critical or the reopening phase allows it. To limit the exposure of our staff, each staff member will be assigned to a team and each team assigned specific days to be in the office as needed to fill critical needs. Staff will not have access to the office on days their team is assigned to work remotely.

CLEANING PROTOCOLS

Staff will thoroughly disinfect the whole office, including their individual work stations, twice per day: once upon opening and once upon closing. Each staff member will be assigned to a team and each team assigned specific days to lead the cleaning effort.

The symptom check station, handwashing station, meeting spaces, shared materials like the copier, and On My Own of Michigan vehicles will be disinfected by staff before and after each use.

All staff must wash their hands at the handwashing station before and after all in-person services are delivered and at least every two hours.

All visitors must wash their hands at the handwashing station upon entering and prior to exiting the office.

All cleaning supplies will be provided by On My Own of Michigan and stored in a safely accessible area to limit the spread of germs.

REQUIREMENTS OF STAFF UPON ENTERING

All staff will be required to complete a symptom check worksheet upon entering the lobby of our building. This worksheet includes questions about symptoms and exposure to individuals confirmed to have COVID-19, as well as a place to record your daily temperature. This temperature reading will be taken by infrared thermometer upon entering the lobby of our building.

If a staff member answers yes to any of the questions on the symptom check worksheet or has a temperature of 100 degrees or more, they will not be allowed to enter. If you are not feeling well, please do not attempt to come to the office.

Once the worksheet is completed and signed, all staff must disinfect the symptom check area including high-touch areas like door handles, pens, thermometer and table.

Masks are required to be properly worn during the symptom check and at all times when in common areas of the office or while in the presence of others.

REQUIREMENTS OF VISITORS UPON ENTERING

All visitors will be required to complete a symptom check worksheet before entering the lobby of our building. Staff will ask each visitor questions about symptoms and exposure to individuals confirmed to have COVID-19, and will also take each visitor's temperature by infrared thermometer. This process will take place through the lobby door, with the visitor standing on the sidewalk outside our main entrance and the staff standing in the lobby.

If a visitor answers yes to any of the questions on the symptom check worksheet or has a temperature of 100 degrees or more, they will not be allowed to enter. If you are not feeling well, please do not attempt to come to the office.

Once the worksheet is completed, staff will disinfect the symptom check area including high-touch areas like door handles, pens, thermometer and table, before the visitor is allowed to enter.

The visitor will then be directed to the handwashing station and must follow all staff instructions.

Masks are required to be properly worn during the symptom check and at all times while in the On My Own of Michigan office or vehicles, or at an On My Own of Michigan activity.

IN-PERSON PROTOCOLS

While in the office, visitors will only have access to the lobby, classroom and handwashing station. As office visits are intended to be short, bathrooms will not be accessible in the early phases of our reopening.

While in the office, staff will have access to the lobby, classroom, handwashing station, bathroom (accessed through the hallway near the copier only), copier room, supply closets and file room, and their individual office. All other areas of the office, including other staff offices and the conference room, will be off-limits.

In addition to wearing a mask at all times and maintaining six feet of distance between others, visitors will be required to wash their hands at our handwashing station upon entering and before exiting the office. Staff must also maintain at least six feet of distance between others when traveling through shared spaces.

All meetings will be conducted in the classroom with at least six feet of distance and plastic barriers between meeting participants. Any meetings that can be conducted virtually, including those between staff, should continue to be conducted virtually.

When transportation in On My Own of Michigan vehicles is required, passengers must sit in the back of the vehicle. All occupants must wear a mask at all times and will be separated from each other by a plastic barrier. Only one passenger will be allowed in the vehicle at a time.

All visitors must follow the instructions of staff. If a visitor violates any of our safety protocols more than once or is otherwise deemed to be a safety risk, they will be asked to leave and not return to the office for at least one month.

COVID-19 RESPONSE PLAN

Please inform us immediately if you are suspected or confirmed to have COVID-19.

If a staff member or visitor is confirmed to have COVID-19, the following procedures will be followed:

1. The office will be closed and a deep clean will be scheduled.
2. The reopening of On My Own of Michigan will be paused and re-evaluated.
3. The following people will be informed within 24 hours:
 - a) Anyone in the On My Own of Michigan community (staff, members, families, visitors) who is reported to have come in contact with the individual within the past 14 days
 - b) The local health department
 - c) The property manager of our office building
4. A record of completion of these steps will be kept.