

Starfish Safe Start Plan



STARFISH

FAMILY SERVICES

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Starfish Safe Start Plan

What's the purpose of The Plan?

The Starfish Safe Start Plan constitutes a series of recommended industry best practices regarding safety, environment, and public health measures designed to support the health and well-being of employees and the families we serve operating in a world where COVID-19 is a reality. This plan is designed to be a living document, recognizing that applicable public health guidance regarding COVID-19 is evolving. The various protocols set out in this resource constitute recommendations based on guidance provided by Federal, State, and Local authorities.

These protocols are...

- Designed to fit the needs of our wide ranging work environments, programs and services provided, having regard for unique facility-, program-, and employee-specific situations that may arise. In applying these recommendations, our primary consideration as an organization should always be the health and safety of our employees and the families we serve.
- Generally applicable across the entirety of the organization. For program- and facility-specific information regarding our protocols, please see program leadership for additional information.
- Abbreviated versions of all the protocols in the Safe Start Plan. For full versions of all the protocols [click here](#).



Introduction: Starfish Safe Start Task Force



Starfish Safe Start Task Force

As part of our commitment to ensuring the health and safety of Starfish employees and families, a cross functional team known as the Starfish Safe Start Task Force (SSSTF) was established to create the Starfish Safe Start Plan, a multi-phase, flexible plan to return to in-person work and service delivery. The SSSTF is comprised of multiple work groups, which include employees from across the organization. Information from employees, families, as well as best practices serve as the foundation of the protocols that comprise the Starfish Safe Start Plan.

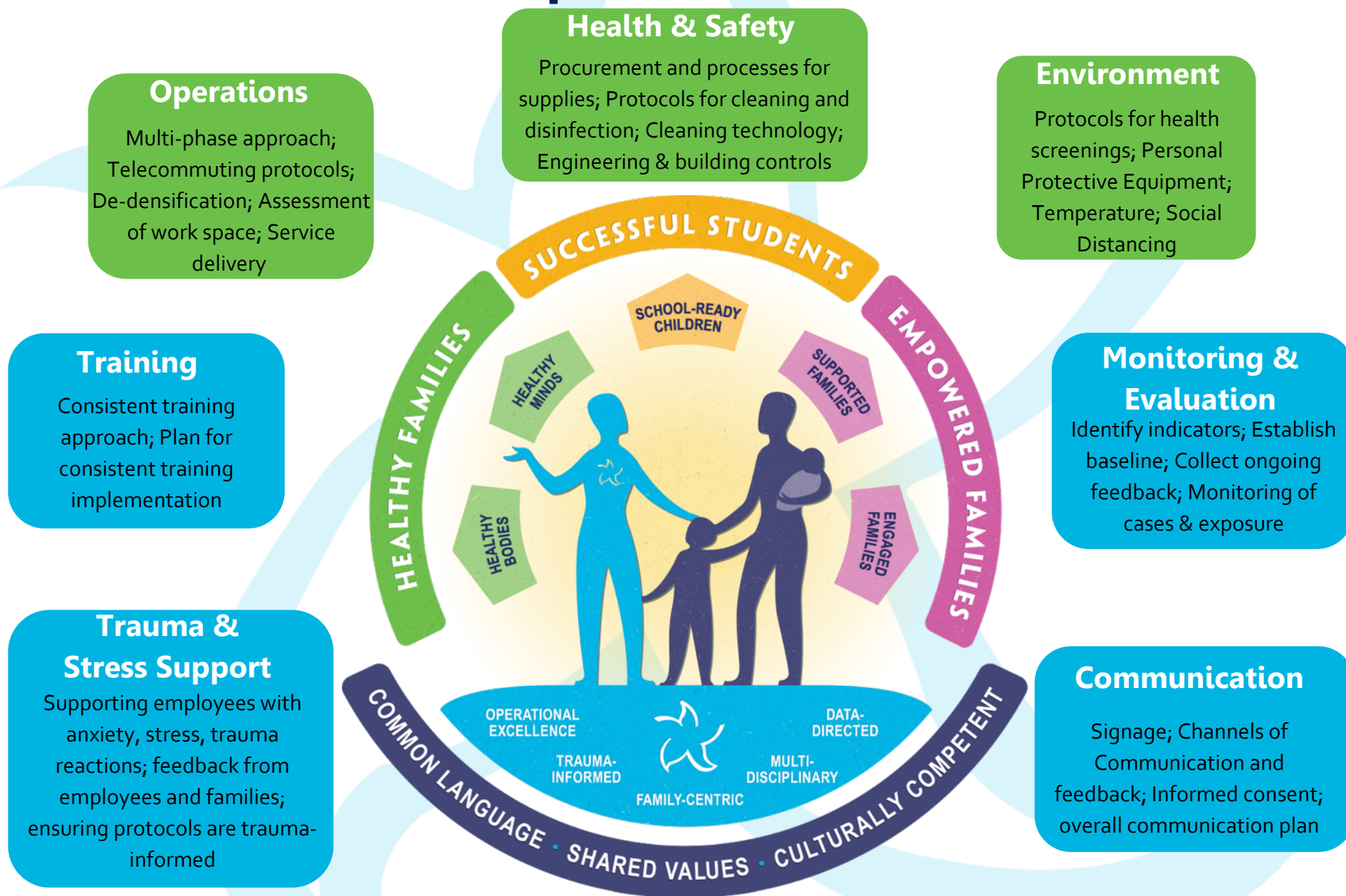
Through the creation and implementation of the Starfish Safe Start Plan we hold in mind our Blueprint for Brighter Futures and how our plan aligns with our commitment to Healthy Families, Successful Students, and Empowered Families.

Though the SSSTF has done tremendous work in preparation for the implementation of the Safe Start Plan, it is up to all of us as members of the organization to take shared ownership of the plan and hold ourselves and one another accountable to our new operating procedures.

We are One Starfish and together we will ensure a successful return to in-person work!



SSSTF Work Groups



SSSTF Workflow

Core Work Groups

Operations

What is our multi-phase approach?

Health & Safety

What are the procedures that will keep employees & families safe?

Environment

How will we ensure clean and safe environments? What materials do we need and how will we ensure we have enough?

Review Team

- Employee Rights
- Client Rights
- Administrative Policies
- Diversity, Equity, and Inclusion
- Trauma-Informed

Informed by: Family & Employee feedback, monitoring reports, State of Michigan, OHS, DWIHN, CDC

Ad Hoc Work Groups

Communication

How will employees and families stay informed?

Training

How will we ensure that employees know the new protocols?

Monitoring & Evaluation

How will we ensure Safe Start is successful?

Trauma & Stress Support

How do we ensure employees have the resources to support them in the transition?

Reopening Implementation:

Multi-phase implementation with trained and accountable employees, informed families, and continuous monitoring and communication.

Our Multi-phase Approach

How are we preparing for the unknowns?

Driven by data and feedback, our multi-phase approach to returning to in-person on-site service delivery and work allows us to be flexible and adapt to unknowns and circumstances that are bound to change. This approach aims to reduce the potential for exposure and transmission as much as possible, ensuring that we have sufficient time to prepare buildings for reopening, ability to learn and make adjustments as we proceed, all in alignment with [Michigan's Safe Start Plan](#).

But what about a "second wave" of COVID-19?

Public health experts and elected officials have all warned about the possibility of a "second wave" of COVID-19 even after cases see a significant and sustained decline. Our multi-phase approach allows us to pivot seamlessly to the appropriate phase based on the recommendations of State and Local authorities.



Our Multi-phase Approach

Phase 1

Late July/Early August

- Pilot Health & Safety Protocols
- Preparing Community-Based Kits
- Return of limited Applied Behavior Analysis (ABA) Services
- Return of Integrated Health Care employees where contractually obligated
- All other employees continue working from home. Executive Leadership Team (ELT) approval of external in-person meetings
- Employees can schedule time to pickup items from office
- Essential Services continue (food/diaper distribution; facilities work; food service)

Matches Michigan Safe Start Phase 3

Phase 2

Early/Mid August

- Hybrid Behavioral Health Services (BHS) telehealth and in-person
- Preparation of Early Childhood Education (ECE) centers for Fall Programming
- Family Service Guides, Center Leaders, on-site to support finalization of enrollment
- Essential Services continue
- Admin continues to telecommute, schedule limited days on site, in private offices
- In-person meetings are permitted so long as social distancing can be maintained in accordance with State and Local guidelines
- Business travel limited to within Michigan only
- Supervisor approval of external in-person meetings

Matches Michigan Safe Start Phase 4

Phase 3

Late August/ Early September

- Hybrid BHS telehealth and in-person
- ECE centers staggered opening based on community transmission risk; In-person and virtual options; Reduced classroom size
- Volunteers will not return before Phase 3. Separate strategy and protocols will need to be established
- Phase out of food distribution; Diaper distribution continues
- Administrative employees can work in shared spaces with 6ft
- Allow entry for those needed outside of Starfish
- In-person training for small groups
- Travel to local external meetings if protocols are in place

Matches Michigan Safe Start Phase 5

Communication Plan

How will employees and families stay informed?

In order for Starfish to successfully reengage in in-person services and work, transparent and frequent communication will be critical. We know how critical transparent communication is to employees. This was identified through the employee feedback survey as **the second most important way to support wellness**, and almost all (96%) of families believe that our communication with them so far about the pandemic and Starfish's response has been timely and clear.

The Safe Start Task Force was intentionally comprised of cross-functional teams to allow for employees from all parts of the organization and at all levels to have input into the plan and voice questions and concerns. All employees have been kept apprised of the progress of the planning on a weekly basis, and program employees have continued to support families through frequent communication, essential services, and other supports.

In keeping with Starfish's strategic priorities and commitments to employees and families, this plan has been reviewed through a diversity, equity, and inclusion lens as well as a trauma-informed lens. It has also been reviewed and approved by the Executive Committee of the Board of Directors, the Executive Leadership Team, and the Senior Leadership Team to ensure aligned communication and support to all employees and families as the plan is communicated and implemented.

Frequent and transparent lines of communication will remain open to both employees and families through:

- This Starfish Safe Start Plan document and accompanying protocols accessible to all employees.
- Handouts to families communicating the protocols that Starfish is implementing to promote health and safety at Starfish locations.
- Sign-off on the protocols for both employees and families prior to returning to in-person services and work to ensure understanding of expectations.
- Signage at Starfish locations to remind employees and families of Starfish's protocols (e.g. mask wearing, proper handwashing, keeping 6 feet of social distancing, etc.).
- Additional periodic surveys to measure changes in feelings of safety and support in reopening.
- Answers to frequently asked questions about the protocols and timely updates to the plan as circumstances and guidance change.

Training Plan

How will we ensure that employees know the new protocols?

In order for Starfish to successfully reengage in in-person, on-site services and work, training for all levels of employees will be crucial. The Safe Start Task Force has been thoughtful about the type and depth of training necessary and have developed a robust training plan to support a safe and smooth implementation of the Safe Start Plan. This plan focuses on three keys areas: Supervisor training, Universal training, and Program-specific training.

Supervisor Training

- How to support employees through Safe Start Implementation
- Having difficult conversations
- Diversity, Equity, & Inclusion
- Psychological & Emotional Safety
- Supporting employee wellness

Universal Training

- COVID-19 Health and Safety Protocols
- Service Delivery Environment
- Physiological Safety
- Employee Wellness
- Coping skills

Program-Specific

- Program-specific implementation training provided by program leadership
- Real-life scenarios and discuss how to address/act/respond



Monitoring & Evaluation Plan

How will we ensure Safe Start is a success?

To ensure Starfish's transition to in-person services is as safe and successful as possible, a comprehensive monitoring and evaluation system has been created. Leadership will regularly engage with cross-functional internal monitoring data, employee feedback, as well as local health data to answer questions about four key areas of interest: Safe Start implementation, COVID-19 risk/exposure, Starfish services, and employee wellness.

Key Areas of Interest

Safe Start Implementation

- How are protocols being implemented?
- Do improvements need to be made?
- Have employees completed appropriate trainings?
- Do employees find the trainings helpful?

COVID-19 Risk/Exposure

- Have our clients or families been exposed or potentially exposed to COVID-19?
- Are buildings being sanitized appropriately? Do we have adequate PPE?
- Are COVID-19 cases rising or decreasing in Wayne County?

Starfish Services

- How many families are we serving?
- How many are being served in-person?
- What is the impact of COVID-19 on families engaging in services?

Employee Wellness

- Are employees adequately supported through transitioning to in-person, on-site services?

Trauma & Stress Support

Everyone who works at Starfish Family Services is proud of what we do and how we do it. We have earned a reputation for excellence, and it is the consistent hard work we do here that has made this happen.

This has been a difficult time for everyone in the organization. It may be some time before we know what will happen with any certainty. As questions swirl and people in many areas speculate, we all struggle to sort through our own feelings and reactions.

We are committed to your safety. Our pride in the work every employee contributes has never been greater and will never waiver. As difficult as this pandemic is for all of us, we will emerge stronger, safer, and more committed than ever to the work we do. Every one of us is crucial in helping us move ahead.

We will likely continue to face trying moments in the context of this pandemic, and we need to be prepared to work through any difficulties we encounter. **The following are a few suggestions that may help you along the way:**

There are no set rules for working through something like this.

Everyone processes traumatic experiences in their own way. No two people experience this pandemic in quite the same way. None of us will navigate the situation quite the same way either. The range of reactions is extremely broad from physical to emotional responses. There is no “right” way to respond to trauma. The responses you are having are normal responses to an abnormal event. Your body is coping in the way it knows how.

Be patient with yourself.

Expect your stress reactions to come and go—sometimes when you are least expecting it and often when it is least convenient. When you can, let yourself react. If you need to step away for a couple of minutes or take a moment by yourself, do what you need to do. But try to come back and complete whatever you were doing as soon as you feel able—that is how we regain control.

Trauma & Stress Support cont.

Be sensitive to those around you, especially the people closest to you.

Connect with empathy. We tend to turn inward when processing a major life disruption and this can sometimes lead us to pull away from others right when we need them the most. A simple check in when someone else is having a tough moment can help more than you may know. Show others that you understand them and can relate to what they are going through since you are going through it too.

Talk when you need to and empathically listen when you can.

Adapting to difficult situations happens with person to person connection. There is power and psychological safety when given some time and space to acknowledge pandemic trauma. There is no reason to go at this alone. It is important to not run away from your reactions but allow yourself to have some distance from the situation and its impacts. It is okay to say, "I'd really rather talk about something else right now," and take the conversation in another direction. When people feel heard the central nervous system can calm down and lessen the traumatic symptomatic responses which allows us to bring our whole selves to work.



Take it day by day.

It takes time to work through pandemic trauma and some days will be much better than others. Try to take each day as a fresh challenge and do not be too distracted by an occasional setback.

If it works for you, pass it on.

We become stronger when we work together. Pandemic trauma can seem like an overwhelming obstacle but there is real strength in getting through them together. We have all mastered other difficulties in our lives, and we will master this, too. Share your strength and tools with others.

Help is there whenever you need it

Do not wait to reach out for help. Our [Employee Assistance Program](#) is ready to provide confidential help 24/7. If it is a concern to you, it's worth a call or visit.



Protocols



Employee Health and Safety Protocol

The following is intended to outline the health, screening, and reporting to work precautions that all employees and independent contractors must follow prior to being allowed access to a Starfish facility. If the protocol is not followed and individuals refuse to be screened, these individuals will not be allowed in a Starfish facility. Supervisors will work with HR to determine the corrective actions that will need to take place.

Check-in Health Screening

Employees will be asked to utilize sound judgement when completing the daily screening for COVID-19, understanding that there are common illnesses such as allergies and colds that may present as COVID-19 symptoms.

- When employees arrive to work there will be a check-in screening station near a designated entrance.
- Employees will be responsible to check in at the health screening station and will need to complete the screening on the ClearPass App.
- Employees are advised to answer the screening questions on the ClearPass App prior to arriving onsite, though they should not submit the screening tool until their temperature is taken at the screening station.

Health & Safety Screening Questions

If the answer is yes to any of the screening questions indicated below (same questions on Clear Pass app), individuals will not be allowed to work onsite:

- Do you have any flu-like symptoms, such as a fever, an unproductive/dry cough, shortness of breath, sore throat, or diarrhea?
- Have you been in close contact in the last 14 days with someone diagnosed with COVID-19?
- Have you traveled internationally in the last 14 days?



Employee Health and Safety Protocol cont.

Check-in Health Screening cont.

- All individuals are required to have their temperature taken prior to entering the building. If an individual has a temperature of 100.4 or higher, they will not be allowed in the building until they are three days fever free without the use of medication.
- Employees who do not pass the health screening will not be able to work onsite. These individuals will be responsible to contact their supervisor to determine how to proceed.
 - Anyone who does not pass the health screening will need to remain symptom free for three days and speak to their supervisor before working onsite.
 - Employees who can perform duties from home will continue to work from home with supervisor approval.
 - Employees who cannot perform duties from home will coordinate with their supervisor to identify if there are any temporary duties that can be completed remotely, otherwise they will utilize any unused PTO. If no PTO is available, employee will take unpaid time off.



Employee Health and Safety Protocol cont.

Temperature Check

Employees who are taking the temperatures will be trained on how to properly use the non-contact thermometer equipment and proper precautions for taking the temperature.

- This would include training employees on how to take temperatures by reaching around the barrier or through the window and making sure their face stays protected.
- These employees will be required to wear gloves during this time. If physical contact does not occur the screeners do not need to change gloves before the next check.
- Non-contact thermometers will be used and they need to be cleaned with an alcohol wipe between each use. The same wipe can be reused if it remains wet.
- Temperatures will be logged, using the ClearPass app.

Handwashing

Per the CDC, effectively washing hands is an effective way to help prevent the spread of COVID-19. Individuals should wash their hands more often, using the universal precautions.

Face Coverings

All employees are required to wear face coverings and should follow instructions provided by the CDC on how to wear, clean and dispose of face coverings.

- Employees should wear their own personal face covering. If an individual forgets a face covering or the covering is not proper or is offensive, employees will be requested to utilize the face covering provided by Starfish.
 - Employees whose health or safety is put at risk by wearing a cloth face-covering should contact their supervisor. These individuals will be provided a face shield.
- Employees who work in their own enclosed space (e.g. their own office) are permitted to remove their face covering if they are seated at least six feet from the doorway.
- Employees who wish to eat or drink may remove their face covering to do so, provided they are situated six feet away from others, perform the necessary hand hygiene and replace the mask when they are done.
- Employees are encouraged to take their normal breaks and utilize this time to remove the mask, if they are in an enclosed space with no other individuals, or outdoors while maintaining social distance from others.



Employee Health and Safety Protocol cont.

Additional Protective Wear

According to OSHA, there are 4 levels of health & safety risk: very high, high, medium, and low. Based on the services we provide at our locations, Starfish falls in the bottom two categories, medium and low risk. Employees will be trained on how to properly wear/remove and discard protective wear. Employees are to be responsible for protection that is reusable, which includes washing and wearing clean protection daily.

Low Risk Exposure

Employees in this category do not have contact with the public and will not be within 6 feet of the public or other coworkers (i.e., do not provide direct service). [These employees will only be required to wear a face covering.](#)

Medium Risk Exposure

Areas where there is ongoing community transmission and Employees have contact with the public (i.e., providing direct service). The requirements identified here will solely depend on an employee's role at Starfish. [Not all medium risk employees will require the protective equipment outlined on this page.](#)

Face Coverings

All employees are required to wear face coverings.

Face Shields

Face shields will be provided to employees by their supervisor or designee for including, but not limited to, the following reasons:

- Employees who will be in close contact with clients and cannot maintain at least a 3 feet distance.
- Employees running the screening station if a barrier is not installed.
- Employees who cannot wear a mask due to medical reasons.

Cloth Barriers

Cloth barriers are recommended for employees that work with infants and toddlers and employees who works with Intellectually/Developmentally Delayed and/or children with Autism are subject to get child's secretions on their clothing.

- If child's secretions get on the cloth, a new barrier will need to be worn.
- Employees are required to bring an extra change of clothes or oversized button-down shirt to work daily.

Gloves

Gloves should be equipped in the service environment and ready for use during times where employees can be in close contact with body secretions or excretions, including but not limited to, temperature-taking, serving food, diapering, cleaning



Employee Health and Safety Protocol cont.

Community-Based Employees

- Prior to starting work, community-based employees will need to complete the health screening and record their temperature on the ClearPass App daily.
- If these employees do not pass the screening they will not be allowed to report to work.
- Prior to entering a client home, employees will need to screen the client and everyone who is in the home, including checking temperatures. The screening will be completed on the ClearPass app.
 - If anyone does not pass the screening, Starfish employees are not to enter the home.
 - Starfish community-based employees will have a thermometer during the visit to use for screening.
- These employees should adhere to the rules outlined in this protocol and will be considered at a **medium risk**. If an employee is entering multiple client homes, they will need to wear new protective wear for every client home entered.
- In addition to protective wear, these employees should be equipped with hand sanitizer and disinfectant wipes.

Employee Travel

Starfish will follow CDC guidelines and recommendations related to travel.

Business Air Travel

All work-related air travel continues to be suspended.

Travel to External Meetings

An ELT member must approve any travel to meetings/convenings outside of what is approved in accordance with our multi-phase Safe Start Plan. During attendance at external meetings, protocols must be followed, social distancing must be maintained and not to exceed 50% capacity per room.

Personal International Travel

The CDC recommends individuals stay home for 14 days from the time you returned home from international travel. In accordance with this recommendation, all Starfish employees who return from international travel will be required to self-quarantine for 14 days. Employees will work with their supervisor and HR to determine an appropriate plan for completing work tasks remotely.

Personal Domestic Travel

The CDC recommends following safeguards (such as wearing face coverings and maintaining appropriate social distancing) when traveling domestically. We encourage employees to make sound and well-informed personal decisions related to personal travel, consulting with published recommendations from the CDC.



Employee Health and Safety Protocol cont.

Reporting to Work

Employees are encouraged to speak with their supervisor if they are unable to return to in-person work due to a COVID-19-related situation (i.e., Unable to secure child care, health risk, caring for someone with COVID-19, etc.). Supervisors will receive training on how to answer questions and support employees through the process of returning to in-person work.

Employees are unable to work due to a COVID-19 related situation...

- For employees who are unable to report to work or telecommute on a short-term basis due to COVID-19-related reasons, normal PTO would be used for the absence as it would for any other illness.
- For employees who are unable to report to work or telework for a longer-term basis due to COVID-19-related reasons, Starfish offers FMLA leave, non-FMLA leaves of absence and Short and Long-Term Disability.
 - In addition, the Families First Coronavirus Response Act (FFCRA) (available until 12/31/2020) provides eligible employees with:
 - up to two weeks of paid sick time; and/or
 - up to 12 weeks of expanded and partially-paid FMLA eligibility for certain COVID-19 reasons.
- COVID-19 related situations may include symptoms of COVID-19, potential exposure, high risk, caring for someone with COVID-19, unable to find childcare, etc.

Child Care Issues

Employees unable to secure childcare specifically related to COVID-19 (i.e., my childcare center is not open because of COVID-19) are encouraged to work with HR to determine the best course of action. Employees who are not able to complete their work duties from home will need to work with HR to file for leave under the Emergency Family and Medical Leave Expansion Act (EFMLEA).

Caring for someone with COVID-19

Employees who fall under this situation may be covered under the Family Medical Leave Act (FMLA). Employees are encouraged to work with HR to file for FMLA if they cannot work because they are caring for someone with COVID-19.

Living with someone who is high risk for COVID-19

Depending on the circumstances, employees who reside in the same household as someone who is high risk for COVID-19 could have several options available to them. If an employee is in this situation, they should contact HR to discuss the situation-specific options available.

Employee Health and Safety Protocol cont.

Reporting to Work cont.

Health Risk

Starfish will work individually with employees to reasonably accommodate employees who request altered worksite arrangements, telecommuting, or time off due to underlying medical conditions that may put them at a greater risk from COVID-19. These accommodations could also include changes to the work environment to reduce contact with others, such as Plexiglas separators or other barriers between workstations.

Uncomfortable with Returning

Starfish will communicate the Safe Start plan and provide training on the various health and safety precautions that will be put in place to protect the well-being of employees and Starfish clients and families. Starfish will follow CDC and Federal, State, and Local guidelines and recommendations related to the re-engagement of in-person work. Any employee who has a specific fear or concern related to workplace safety should contact their supervisor and [HR business partner](#) to discuss.

Returning to Work

For employees that tested positive or have been suspect to have had COVID-19: If Starfish learns that an employee has tested positive, Starfish will be responsible to report it to a public health department within 24 hours and will need to adhere to [Policy 37 Infection Control](#).

- Employees with a confirmed positive test will need to be 14 days without symptoms.
- Employees suspected to have COVID-19, but not confirmed should acknowledge that they have been exposed or have symptoms.
 - **Suspected Exposure:** employee must remain home for 14 days. If no symptoms develop during the 14- day period, the employee can return to work.
 - **Exhibit symptoms with no known exposure:** Must have three days without symptoms (including a fever and without the use of fever reducing medications) and speak to their supervisor before returning to work.



Client & Visitors Health and Safety Protocol

During a pandemic when COVID-19 is prominent in the community Starfish will take precautions to minimize the risk of spreading this disease. These protocols are intended to outline the health screening precautions that all clients and visitors will follow prior to being allowed access to a Starfish facility.

Check-in Health Screening

- When clients and visitors arrive at a Starfish location there will be a screening station near the designated entrance.
 - Visitors allowed in the building will be limited, for more details see the [Social Distancing Protocol](#) for more information.
- Programs can also establish a screening system that works for them. This could include screening clients at the vehicle during drop off and having an escort bring them to their service location (classroom or office).
- All individuals accessing Starfish facility are required to pass the ClearPass App screening, conducted by Starfish employees. For all minors, a parent/guardian will be answering the screening questions.
 - If the answer is 'yes' to any of the [screening questions](#) that individual will not be allowed in the building.
 - All individuals are required to have their temperature taken prior to entering the building. If an individual has a temperature of 100.4 or higher, they will not be allowed in the building until they are three days fever free without the use of medication.
- All individuals within the same group/family will not be allowed to enter the building if one of those individuals did not pass the health screening. The appropriate program employee will be notified of the individual(s) who did not pass the health screening (FSG, Therapist).
- Anyone who does not pass the screening test will need to remain symptom free for three days and need to speak to program employees before returning for services.
- It is important to maintain social distancing while in line to be screened, please see the [Social Distancing Protocol](#).
 - The social distancing protocol will also outline when non-clients are allowed in the building.
- If an individual is dropped off at a Starfish location by a transportation service such as Uber or a school bus and the individual fails their health screening, they will be placed in an isolation space until transportation arrives to pick them up. Please see [Policy 37 Infection Control](#).

Client & Visitors Health and Safety Protocol cont.

Temperature Check

Employees who are taking the temperatures will be trained on how to properly use the non-contact thermometer equipment and proper precautions for taking the temperature.

- This would include training employees on how to take temperatures by reaching around the barrier or through the window and making sure their face stays protected.
- These employees will be required to wear gloves during this time. If physical contact does not occur the screeners do not need to change gloves before the next check.
 - If screenings take place at a client vehicle, the screeners would be required to wear a face shield.
- Non-contact thermometers will be used and need to be cleaned with an alcohol wipe between each use. The same wipe can be used if it remains wet.

Handwashing

Per the CDC, effectively washing hands is an effective way to help prevent the spread of this disease. Individuals should be washing their hands more often, using the universal precautions.

Face Coverings

All clients and visitors are required to wear face coverings and should follow instructions provided by the CDC on how to wear, clean and dispose of face coverings.

- Individuals should wear their own personal face covering. If an individual forgets a face covering or the covering is not proper or is offensive, Starfish will provide one.
 - Please follow the Limited English Proficiency procedure for any individual with limited English, sign language or other language barriers. This might include offering signage in other languages.
- If individuals are unable to wear a face covering due to a medical reason they must inform the employee at the screening station.
 - These individuals will be provided a face shield, to use while onsite and will need to be returned to the screening station when leaving.
- All individuals will be trained on how to properly wear and remove face coverings. This could potentially be a visual handout.
- Reusable face coverings will need to be cleaned daily and individuals should be given instructions on how to properly clean face coverings.



Client & Visitors Health and Safety Protocol cont.

Change in Health

During service, employees should be aware of their client's health and look for any signs that might be alarming. If a client appears to be sick during time of service, they will need to be removed from the service and placed in an isolated space until their parent/ guardian can pick them up. Please see [Policy 37. Infection Control](#).

- Employees should be observing the following during service:
 - General mood or changes in behavior
 - Elevated body temperature
 - Skin rashes, unusual spots, swelling or bruises
 - Complaints of pain and not feeling well
 - Symptoms related to COVID-19

Adhering to Protocol

In following with CDC guidelines, we would require all clients and visitors of Starfish to wear appropriate face coverings. If individuals refuse to wear a face covering without a medical reason, we must respect client and visitor rights, but must inform them that they will not be allowed onsite services.

- **Exceptions:** If children are having difficulty wearing face coverings, they will still be allowed onsite services. However, it's highly encouraged that we work with the children and make them feel comfortable wearing a mask.

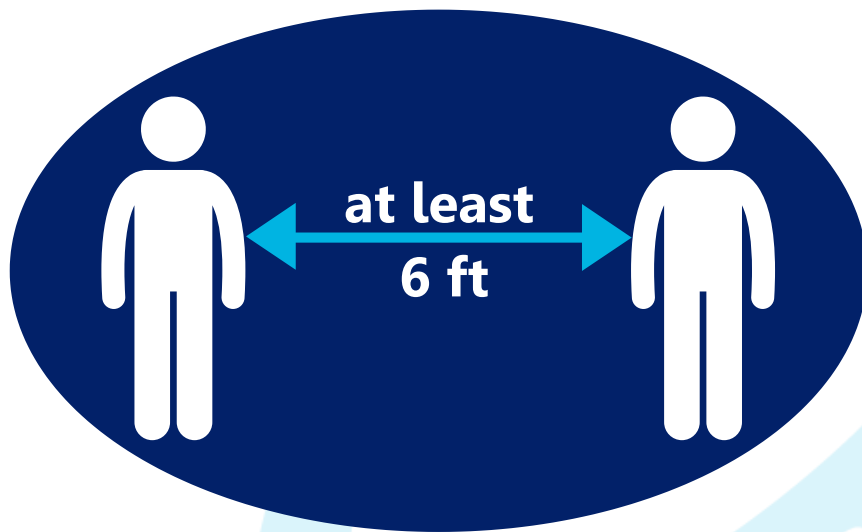


Social Distancing Protocol

During a pandemic when COVID-19 is prominent in the community, Starfish will take precautions to minimize the risk of spreading the disease. This includes following the social distancing guidelines outlined below. These guidelines were created using our CDC, OSHA and other external requirements and are liable to change as new guidance is provided.

Social Distancing

Six feet of distance should be kept between people at all times.



Facility Guidelines

- Each location will need to have a designated entrance/ exit area.
- All individuals entering a Starfish facility will need to be screened.
- Each location will have "**Safety Boundaries**" setup to adhere to social distancing. These boundaries should be setup by Starfish property/maintenance and the Safety and Security Managers.
- In areas where social distancing cannot be adhered to (e.g., screening areas, some offices), transparent "**Safety Barriers**" should be set in place.
 - N/A in ECE classrooms.
- **Signs and visual aids** should be posted at each location to direct individuals to follow social distancing and to follow the boundaries set in place.
- For direction on individuals who are suspected to be infected while on-site and will need to be moved to a isolation area, please see [Policy 37 Infectious Disease](#).
- Furniture should be rearranged to increase space in both administrative and service environments.



Social Distancing Protocol cont.



Administrative Environment Office Space

- Employees who share an office space, must have a 6 feet distance between workspaces or a barrier needs to be installed. If building a barrier is not possible, employees will have to establish a schedule with their supervisors to stagger the days they are working in the office.
- Employees should work from home when feasible and should only come onsite when necessary. See the [Telecommuting Protocol](#).



Common Areas

Social distancing must be maintained in any of the following spaces:

- **Break rooms** may be used to prepare food but not for eating.
- **Conference Rooms** should only be used when all other communication options will not suffice.
- **Elevators** should be avoided. If unable to avoid, 2 people max.
- **Restrooms** with multiple stalls should have safety boundaries set in place to help reinforce social distancing.
- **Drinking fountains** will be closed until further notice.



Starfish Vehicles

- Social distancing rule still apply.
- If greater than one person in the vehicle, a face covering must be worn.
- Sharing vehicles is discouraged.

Events

- In person events that are indoor must not exceed State and Local Health Department guidelines and should only take place if social distancing guidelines can be adhered to.
- When possible, technology should be utilized to offer web-based formats for trainings, meetings, and events.



Social Distancing Protocol cont.

Service Environment

- Common areas, such as kitchens, gymnasiums or playgrounds, if utilized should only be utilized by one group at a time and social distancing should be maintained.
- It is encouraged that common areas are not utilized unless social distancing is able to be maintained.
- In settings where clients eat meals together, if possible, they should eat 6 feet apart and the meals should be served individually, rather than family style.

Large Spaces & Group Services

- The number of people present must not exceed State and Local Health Department guidelines, including employees.
- Clients and employees should not change groups or mix groups.
- **Exceptions** to this rule could be made to adhere to external requirements.

Small Spaces & Individual Services

- If there is not enough room to maintain social distancing guidelines there will need to be a barrier installed.
- If barriers cannot be installed, please see the staff health screening protocols for proper protective wear.



Social Distancing Protocol cont.

Limiting Visitors

Escorts

To minimize the number of individuals entering and exiting the building escorts will be used during pick up and drop off times for programs. Escorts should be direct service provider employees. For example, ECE teachers, Clerical Employees, or BHS therapists could be the designated escort, etc.

- Escorts will be responsible to adhere to program standards when it comes to pick up and drop off and be responsible to use a sign in and sign out method that works best for the program.

Drop Off

Escorts will be used at the screening station or client vehicle to retrieve the client and walk them to their service area (classroom, office). Parent/Guardians will not need to be screened if they are not entering a Starfish building.

Pick up

Escorts will be utilized at pick up time to help eliminate an overflow of people entering the building. They will be walking the clients out of the building to the designated pickup location.

- The escort will be responsible to make sure they are releasing the client to an appropriate guardian and will maintain a sign in/ sign out sheet.
- Each service location will need to designate an area for client pick up.

Staggering Drop off & Pick up

To minimize the number of individuals/clients entering the building at one time, pick up/ drop off times should be staggered.

- The program can determine the best way to stagger times for their clients and should leave at least a 15-minute gap between start times.
- If the groups are going to be larger, the staggered times might need to have a 20 to 30-minute time gap.

Waiting Area/Lobby

These areas are to be used when escorts cannot be used and/or for families that do not have a vehicle to wait in and will need a place to stay while the client is receiving services. These individuals will need to be screened.

- One visitor is allowed in the building with a client at a time. These visitors should only come in the building when needed.
 - **Exception:** if a parent/guardian would need to bring siblings of the client into the building.
- Employees are encouraged to reach out to families and determine who will need to be utilizing the lobby and then work on a schedule, so the lobby does not become overcrowded.

Social Distancing Protocol cont.



Limiting Visitors cont.

- Employees will only be allowed visitors in the building if it's work-related.
- Essential service employees, such as maintenance and delivery services are allowed in the building.
 - Non-essential services (e.g., food delivery) are not allowed in the building.
 - If contractors or vendors need to come into the building, it is advised the services take place during a time when limited clients and staff are in the building.
 - All visitors will need to pass the health screening and wear proper face covering prior to entering a Starfish facility.

Community-based

Prior to a visit, employees should be made aware of who is in the home. If the number of individuals in the home does not allow adherence to social distancing practices, employees will need to reschedule. All individuals in the home will need to complete a health screening, prior to a Starfish employee entering the home.



Engineering & Building Controls Protocol

This protocol ensures all necessary engineering and building controls are in place to adhere to Health & Safety Social Distancing Protocols ahead of and during all phases of the re-opening of Starfish locations following COVID-19 closures. These protocols are to be adhered to by all Starfish employees, with roles specified, as needed. This protocol is to be implemented immediately at all Starfish locations including clinics, sites/centers and administrative buildings.

Safety Barriers

This includes partitions in areas where social distancing cannot be adhered to. Common areas requiring safety barriers might include health screening areas and office settings. Partitions are often made out of plastics. Partitions are proposed to serve three critical functions:

1. Intercepting the respiratory droplets that are thought to transmit the virus.
2. Re-enforcing physical distancing requirements, even when users are unwilling or forgetful.
3. Reducing reliance on masks, both due to the shortage of these items and user comfort.

Determining Dimensions

The dimensions of a partition should exceed the breathing zone of partition users by a wide margin. The breathing zone can be visualized as a bubble with a radius of 30 cm (12") extending from the mid-point between a person's ears. Height, width, and openings of safety barriers will be given consideration depending on the work/activities taking place.

Installation

Partitions are typically surface-mounted, free-standing, or hung from the ceiling. In general, the partition should be designed so as to minimize airflow around the edges of the partition. Generally, a surface-mounted or free-standing partition is preferred.

- Partitions should be installed with safety in mind, taking care not to hinder the user's escape in an emergency situation.

Cleaning & Disinfection

Partitions that are not touched should be cleaned daily, whereas portions of the partition that are touched (e.g., hands passing through and contacting a soft plastic flap) should be cleaned twice daily, or more frequently if visibly soiled, as with other high-touch surfaces.

Engineering & Building Controls Protocol cont.



Safety Boundaries

- This includes visual (floor markings) or physical (ropes, gates, cones) cues to establish proper social distancing as well as direct flow of traffic in order to adhere to [Social Distancing Protocol](#).
- Common areas requiring safety boundaries include high traffic areas or areas where lines could form such as health screening stations, hallways and elevators

Engineering Controls Checklist

- As a Starfish location is chosen to be re-opened, the [Engineering Control Checklist](#) and all required follow up must be completed before the established re-open date.
- This checklist ensures that all environment and physical controls are in place according to Health and Safety Protocols for Safe Start.



Emergency Response Protocol

This protocol outlines the response plan of what Starfish will do if there is a confirmed COVID-19 case(s) at a site or center and the process for determining temporary closures of all or part of the site/center. Employees, clients, students, and/or visitors that feel ill, or if someone observes that another person is exhibiting symptoms of COVID-19 at a Starfish facility, are to contact the employee's supervisor and it will be escalated from there to the Senior Leadership and/or Executive Leadership Team member.

Procedure

1 The employee who is attending to the suspected infected person immediately isolates that person and asks them to remain in the isolated area.

- In the case of a minor, the employee must contact the guardian or emergency contact immediately.
- Explain to the suspected infected person the importance of remaining in the isolated area to help protect others and prevent the spread of a potential virus.
- The suspected infected person will be provided with any additional protection materials.
- Anyone attending to the suspected infected person, should also wear a protective mask and surgical gloves while working with the suspected infected person.

If the infected person is NOT an employee:

- The person attending to the suspected infected person should direct that person to leave the site/center and go home or to the nearest health center as advised by the local health authority. Public transportation should not be used.
- No employee can drive a suspected infected person in the employee's personal vehicle.

If the infected person is an employee:

- Contact an HR representative immediately to determine whether the suspected infected employee should go home immediately.
- The suspected infected person must obtain a COVID-19 test within 24 hours.
- HR will coordinate with the employee to determine next steps.



Emergency Response Protocol cont.

Procedure cont.

- 2 The person attending to the suspected infected person, notifies the Custodial Supervisor via cell phone to conduct a thorough cleaning and disinfecting of the area(s) and all common surfaces recently touched by the suspected infected employee, client, student and/or visitor, following the [Cleaning & Disinfecting Protocol](#).
- 3 The person attending to the suspected infected person must complete an [incident report in Compliance 360](#).
 - The Compliance Team notifies the Local Health Department within 24 hours.
- 4 If the suspected infected person has COVID-19 symptoms along with a fever over 100.4, a COVID-19 Emergency Response Team is convened ASAP and not to exceed 24 hours and determines the appropriate response and degree of closure necessary.
 - The COVID-19 Emergency Response Team will ensure that the center/site notifies parents/guardians, clients and employees, as well as the appropriate notification to the local health department.
- 5 The supervisor/manager of the suspected infected person (client or employee), in coordination with Compliance, Human Resources, and Senior Leadership must:
 - Identify persons who may have been in contact with the suspected infected person.
 - Advise those persons that they may have been in contact with a suspected infected person.
 - For employees, based on the results, contact the HR department.
 - For clients, based on the results, contact appropriate program employee.
 - Advise employees with confirmed positive cases to contact a physician to obtain medical clearance to return to work.
- 6 If determined to close the site/center each site/center has a plan to address who will notify staff and clients and how the communication will be distributed.
 - Note, If a site/center closure is determined, the COVID-19 Emergency Response Team will follow the procedures outline in the [Tier 1 Safety Policy and Procedures](#) (#5 Emergency Closures).



Cleaning & Disinfecting Protocol

This protocol includes cleaning and disinfecting procedures ahead of and during all phases of the re-opening of Starfish locations following COVID-19 closures.

Cleaning includes the use of soap and water to remove germs, dirt, and impurities from the surface, lowering the risk of infection. For cleaning, the following are effective: detergent or soap and water, or disposable wipes.

Disinfecting includes the use of disinfectants to kill germs on the surface after cleaning, to further lower the risk of infection. For disinfecting, the following are effective: diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common EPA-registered household disinfectants. Visibly dirty surfaces should be cleaned prior to disinfection.

Building Maintenance

Common cleaning practices will be increased in frequency and vigor in addition to new cleaning procedures in order to reduce the amount of time COVID-19 can live on surfaces. The following building maintenance protocols are to be completed by dedicated employees.

Before Re-open

As locations are selected to re-open following a prolonged shut down, each location must be assessed for mold as well as drinking water bacteria. In addition to these assessments, a deep clean of the chosen site(s)/center(s) must take place before re-opening.

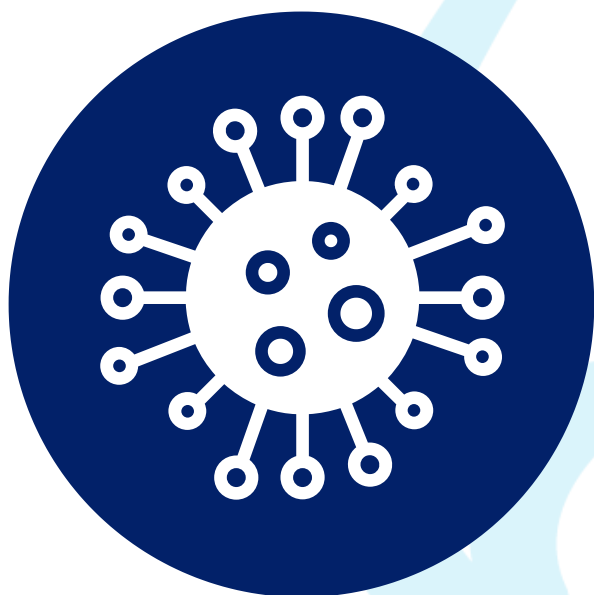
Cleaning & Disinfecting Protocol cont.

Before Re-open cont.

Drinking Water

Ensure that your water system is safe to use after a prolonged shutdown to minimize the risk of Legionnaires' disease and other diseases associated with water.

- Ensure your water heater is properly maintained and the temperature is correctly set..
- Flush your water system.
- Ensure safety equipment including fire sprinkler systems, eye wash stations, and safety showers are clean and well-maintained.
- Maintain your water system (regular cleaning, inspection etc.).



Mold

Ensure that your building does not have mold after a prolonged shutdown to maintain a safe working environment for returning occupants. Mold will grow on building materials where there is moisture present. Mold can grow on a variety of surfaces, such as ceiling tiles, wallpaper, insulation, drywall, carpet, and fabric.

- After a prolonged shutdown and before occupants return, buildings should be assessed for mold and excess moisture.
 - After an assessment has confirmed that mold and moisture are not detected (Step 2a), OR after remediation has been completed (Step 2b), a building HVAC system that has not been active during a prolonged shutdown should be operated for at least 48 to 72 hours (known as a “flush out” period) before occupants return.
- After a building is reopened and occupied, weekly checks of the HVAC system are recommended to ensure operating efficiency.



Cleaning & Disinfecting Protocol cont.

Before re-open cont.

Deep Cleaning

A deep clean consists of the tasks below and are to be completed by dedicated employees prior to a location re-opening, utilizing appropriate protective wear. Cleaning employees should wear gloves and may consider gowns for all tasks in the cleaning process. Gloves and gowns should be compatible with the disinfectant products being used. Additional protective wear might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash. Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands immediately after removing gloves. Always clean from least contaminated (light switches, doorknobs) to most contaminated (faucet, handle, toilet) area.

Re-opening Cleaning Tasks

- Clean and disinfect all high-touch areas
- Clean and disinfect restrooms
- Sweep and mop or vacuum all floors
- Wash or vacuum baseboards
- Clean all glass doorways and interior windows
- Clean high reach areas
- Remove all toys, books and other materials from lobbies and additional common spaces, including Employee Wellness stations
- Electrostatic disinfectant sprayer technology (Emist) must then be used to complete all disinfecting ahead of a location re-opening



Disposal

It is recommended that waste generated from cleaning, including used protective wear such as gloves and gowns, remain separate from routine garbage in employee and client areas, in separate no-touch trash receptacles with lids, identified with a different color or label. All waste generated from the deep cleaning of a location prior to re-opening is to be properly disposed of, following existing location-specific procedures.

Monitoring

Before a location can re-open, it must pass a final inspection by Facilities manager ensuring sufficient deep cleaning. Objective testing methodology will be considered and instituted as determined. This could include use of ATP meters.

Cleaning & Disinfecting Protocol cont.

After re-open

Ongoing Cleaning

Once a location has re-opened, ongoing cleaning consists of the following tasks and are to be completed by employees, equipped with appropriate protective wear. Cleaning employees should wear gloves and may consider gowns for all tasks in the cleaning process. Gloves and gowns should be compatible with the disinfectant products being used. Additional protective wear might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash. Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands immediately after removing gloves. [Always clean from least contaminated \(light switches, doorknobs\) to most contaminated \(faucet, handle, toilet\) area.](#)

Ongoing Daily Cleaning

- Clean and disinfect all high-touch areas
 - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboard
- Clean and disinfect restrooms
 - Toilets sinks, mirrors, switches and handles, refill products
- Sweep, mop and/or vacuum all floors, daily and as needed
 - Mop buckets are cleaned using bleach
- Clean all glass doorways and interior windows
- Empty trashcans

Ongoing Weekly Cleaning

- Wash or vacuum baseboards
- Clean high reach areas
- Clean and disinfect trashcans



Disposal

It is recommended that waste generated from cleaning including used protective wear such as gloves and gowns remain separate from routine garbage in employee and client areas, in separate no-touch trash receptacles with lids, identified with a different color or label.

Monitoring

As ongoing cleaning takes place, routine inspections are to be completed ensuring sufficient cleaning. Responsible employees will ensure daily that cleaning and disinfecting per [Cleaning Checklist](#) has taken place. All tasks found incomplete per Cleaning Checklist will be reported to the Facilities Manager.

Cleaning & Disinfecting Protocol cont.

During Programming

Once locations re-open and begin to phase in programming, employees are also responsible for cleaning and disinfecting their spaces in accordance with specified protocols. Employees at all locations will be required to remove any/all unnecessary paper and other items from desk tops at the end of the work day to allow for tables and all surfaces to be cleaned properly. Cleaning employees will not be responsible for moving items around prior to cleaning.

At Check-in

Following Safe Start Health & Safety Protocols, clients, children, visitors or employees will be required to receive a health screening, temperature check as well as equip themselves with protective wear upon entering the building. Employees responsible for completing this check-in process must maintain the following cleaning practices.

- **Temperature Check:** Responsible employee(s) performing temperature checks must clean non-contact thermometers with an alcohol wipe between each use per [Client & Visitor Health and Safety Protocol](#). The same wipe can be reused if it remains wet.
- **Face Shields:** If a client, visitor or employee is supplied a face shield, following [Health & Safety Protocols](#), soiled face shields are to be collected at the health screening area in a designated 'yuck bucket' upon exiting the Starfish location.
- Any physical barriers at temperature check-in must also be cleaned and disinfect twice daily – following morning check-in and end of day.



Cleaning & Disinfecting Protocol cont.

During Programming cont.

Classrooms, Clinics and Administrative Offices

The following applies to employees working in classrooms, clinics, or administrative settings. It is recommended all items that are not easily disinfected be removed from classrooms, such as toys made of 'soft' materials, rugs, blankets and furniture.

- All high-touch hard surface areas should be cleaned and disinfected at least three times a day.
 - Wipe door handles, buttons, and appliances 2 – 3 times, daily.
 - Wipe tables after all meals & all activities.
- All less frequently used surface areas should be cleaned and disinfected daily.
 - Wipe technology and personal areas such as personal computer, telephone, copy & fax machine, desk, etc.
 - For electronics, such as tablets, touch screens, keyboards, remote controls, and payment machines, consider putting a wipeable cover on electronics.
 - Follow manufacturer's instruction for cleaning and disinfecting.
 - If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.
- All shared objects (including toys) are to be cleaned and disinfected between each use. This includes shared objects that may be brought and used in playground and gym settings.
- For items unable to be immediately disinfected, classrooms will utilize 'yuck buckets' to store all toys to clean and disinfect at end of day.
 - For ECE, it is recommended to use only bedding (sheets, pillows, blankets, sleeping bags) that can be washed. Keep each child's bedding separate, and store in individually labeled bins, cubbies, or bags. Bedding that touches a child's skin should be cleaned weekly or before use by another child.
- Remove any/all unnecessary other items from table tops and surfaces at the end of the work day to allow for additional cleaning by cleaning employees.
 - Cleaning employees will not be responsible for moving items around prior to cleaning.
- Electrostatic disinfectant sprayer technology (Emist) will be used to complete all disinfecting at minimum 2-3 times a week, recommended every other day.

Cleaning & Disinfecting Protocol cont.

During Programming cont.

Community-based

The following applies to employees working in community-based settings including in client homes. Community-based employees will be provided [cleaning & protective wear kits](#) as detailed in the [Inventory & Supplies Protocol](#). It is recommended to avoid use of items and materials that are not easily disinfected, such as toys made of 'soft' materials. If possible, totes or bags should be cleaned following each visit

- It is recommended that each client home is assigned an individual tote or bag to store employee materials, to avoid cross-contamination between homes.



- All objects (toys, materials) are to be cleaned and disinfected between each use, especially if mouthed.
 - For items unable to be immediately disinfected, employees will utilize 'yuck buckets' to store all materials to clean and disinfect after leaving client's home.
 - For employees utilizing electronics, such as tablets, touch screens, and remotes, consider putting a wipeable cover on electronics.
 - Follow manufacturer's instruction for cleaning and disinfecting.
 - If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.
- When utilizing employee personal vehicles, clean and disinfect frequently touched surfaces (steering wheel, gear shift, door frame/handles, windows, radio/temperature dials, and seatbelt buckles) upon entering the vehicle.
- Waste generated in client's home from providing services or cleaning and disinfecting, including but not limited to used protective wear such as gloves and shoe coverings, are kept in a sealable bag for disposal after leaving client's home.



Cleaning & Disinfecting Protocol cont.

After Contamination

If a client, child, visitor or an employee shows symptoms during operating hours, [Emergency Response Protocol](#) is to be followed in conjunction with the following cleaning protocol. In the event a person diagnosed with COVID-19 is determined to have been in the building and poses a risk to the community, the COVID-19 Emergency Response team may consider closing for a short time (1-2 days) for cleaning and disinfection.

1. Immediately close off areas used by the sick person and do not use them until they have been cleaned and disinfected.
2. To reduce risk to individuals cleaning, wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
3. If sick person was placed in an isolation area at a location, clean and disinfect the area.
4. Clean and disinfect all areas used by the sick person, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards.
5. Electrostatic disinfectant sprayer technology (Emist) must then be used to complete all disinfecting following contamination. Note, Emist technology is to be used only after all initial cleaning listed in steps 3-4 above has taken place.
6. If more than 7 days since the sick person visited or used the facility, additional cleaning and disinfection is not necessary.



Disposal

It is recommended that waste generated from cleaning including used protective wear such as gloves and gowns remain separate from routine garbage in employee and client areas, in separate no-touch trash receptacles with lids, identified with a different color or label. All waste generated from the deep cleaning of a location following contamination is to be properly disposed of by employees equipped with appropriate protective wear, per location-specific procedures.

Monitoring

In the event of contamination, the [Emergency Response Protocol](#) must be followed, including the completion of an [Incident Report](#). As ongoing cleaning takes place, routine inspections are to be completed ensuring sufficient cleaning. Once deep cleaning and disinfecting take place following contamination, it must pass a final inspection by the Facilities Manager ensuring sufficient deep cleaning and provided as documentation within the Incident Report.



Inventory & Supplies Protocol

This protocol includes inventory processes of cleaning supplies, protective wear, thermometers and additional supplies to support the re-opening and continued operations of Starfish locations, following COVID-19 closures. This protocol ensures all Starfish locations maintain sufficient supplies to keep all clients, children, visitors and employees safe. Safety officers in each Starfish location will maintain inventory of cleaning and protective wear supplies for their individual locations.

Cleaning Supplies

Cleaning supplies includes disinfectant spray, wipes, bleach, alcohol wipes, hand sanitizer, hand sanitizer dispensers, hand sanitizer refills.

Protective Wear

Protective wear includes cloth face coverings, medical grade disposable masks, gloves, and face shields. Please refer to [Health and Safety Protocols](#) for appropriate protective wear selection according to employee or client's exposure level.



Inventory & Supplies Protocol cont.

Protective Wear cont.

Face Shields

- Face shields may be assigned to employees at the discretion of their supervisor, following Employee Health & Safety protocols.
- [Face shields can be re-used following proper cleaning and disinfecting](#) but must be discarded and replaced if damaged.



Disposable Masks

- As of the initial date of this protocol (June 2020), all available disposable masks are medical grade ASTM Standards Level 1 rated and is used in procedures where low amounts of fluid, spray and/or aerosols are produced.
- [These are single use masks and must be properly disposed of](#) in separate, marked trash receptacles.

Face Coverings

- As of the initial date of this protocol (June 2020), 3% of all available masks are reusable cloth face coverings.
- A small reserve of cloth face coverings includes a transparent window for employees providing direct services to clients who may have difficulties hearing.
- It is the responsibility of the employee's supervisor to identify those who will require transparent masks.
- In conjunction with [Health and Safety Protocols](#), it is the responsibility of the employee or client to wash or launder a reusable face covering daily.



Inventory & Supplies Protocol cont.



Thermometers & Additional Supplies

- Prior to a location opening, non-contact thermometers will be provided for use by employees responsible for assisting with health screenings, following the [Health and Safety Protocols](#).
- Thermometers are to be cleaned per the [Cleaning & Disinfecting Protocol](#).
- Additional supplies includes:
 - Additional touchless trash cans for protective wear and cleaning waste disposal.
 - Additional 'yuck buckets' in classrooms, clinician offices and included in [community-based employee kits](#).
 - Bags to store employee and client reusable masks or personal items to be brought home to be laundered according to [Health & Safety Protocols](#).



Inventory & Supplies Protocol cont.

Community-based Supply Kits

As community-based Starfish employees prepare to provide in-home direct services, they will be equipped with supply kits by their supervisors that may include the following items, subject to employee exposure detailed in [Employee Health and Safety Protocols](#).

It is the responsibility of the community-based employee to maintain personal inventory of their kits and advise their supervisor when re-ordering supplies is necessary.

Supervisors will then advise their location's safety officer for re-ordering their employee's supplies as outlined in [Ongoing Inventory](#) section below.



Cleaning Supplies

- This includes disinfectant wipes or spray and rags or paper towels, and hand sanitizer.
- These supplies are to be used within client homes as well as within employee vehicles between visits, per [Cleaning & Disinfecting Protocols](#).

Protective Wear

- This includes gloves, disposable masks, cloth face coverings, or face shields.

Additional Supplies

- This includes totes/bags, yuck buckets, and sealable plastic bags.
- It is recommended that...
 - each home visit for the day is assigned a tote or bag to store employee materials, to avoid cross-contamination between homes.
 - yuck buckets store used materials or toys that are not able to be immediately cleaned while in the client's home. Upon leaving the client's home, yuck bucket materials are to be cleaned per [Cleaning & Disinfecting Protocol](#).
 - sealable plastic bags are used to store any waste generated while in the client's home including but not limited to used protective wear or waste generated from cleaning.
- Please refer to Cleaning & Disinfecting Protocols for proper disposal procedures.



Inventory & Supplies Protocol cont.

Inventory Before Re-open

- Prior to the re-opening of a Starfish location following COVID-19 closures, an initial inventory of all current cleaning and protective wear supplies on hand at site, as well as in possession by community-based employees, will be completed by the location's Safety Officer or designee.
- For all items not meeting minimum quantities, the safety officer will submit a request for additional supplies from the Facilities team via the [IT & Properties ticketing system](#) ahead of reopening, locations will be provided two weeks of supplies.
- Minimum quantities will be location-specific according to maximum capacity of employees and clients.

Ongoing Inventory

- Following initial re-opening, inventory of cleaning and protective wear supplies are to be completed and logged weekly by the location's safety officer or designee.
- If it is determined that minimum quantities will not be met before the next inventory is completed, the safety officer will submit a request for additional supplies from the Facilities team via the [IT & Properties ticketing system](#).
- Minimum quantities are location-specific according to maximum capacity of employees and clients and adjusted with each Safe Start phase.



Telecommuting Protocol

Telecommuting allows employees to work at home, on the road or in a satellite location for all or part of their workweek. Starfish Family Services considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others.

Procedure

- 1 The employee and supervisor, with the assistance of HR, will evaluate the sustainability of the telecommuting arrangement, reviewing employee sustainability and job responsibilities.
- 2 On a case-by-case basis, Starfish will determine the appropriate equipment needs for each telecommuting arrangement.
 - Supervisor must submit an [IT ticket](#) to request any IT related items and/or a [Properties ticket](#) to request any non-IT related items.
 - IT department will scheduled a time to meet with the employee to distribute their items and complete the [Property Distribution Receipt Form](#).
 - Starfish will supply employees with appropriate office supplies (pens, paper, etc.) as necessary.
 - Starfish will reimburse the employee for business-related expenses.
- 3 Establish an appropriate work environment.
 - Equipment needs, workspace design considerations, and scheduling issues.
 - The work environment at home should be confidential when necessary.
 - Availability during typical business hours for the position is expected, unless otherwise discussed with the employee's supervisor.
 - Use of PHI/PII should be limited, the minimum necessary is to be used to complete the employee's work.



Telecommuting Protocol cont.

Procedure cont.

- 4 Maintenance of information security through the use of locked file cabinets and desks, regular password maintenance, etc.
- 5 Maintenance of home workspace free from safety hazards
 - [Safety checklist](#) completed by telecommuters twice per year.
 - Telecommuting employees who sustain an injury in a home office location in conjunction with their regular work duties must notify their supervisors immediately and complete an incident report in [Compliance 360](#).
- 6 Necessary expectations to support telecommuters
 - Department-specific work-from-home detailed protocols.
 - All agency meetings must have an option for a conference/video line.
 - Work in office day can be scheduled and determined by the employee's supervisor.
 - Ongoing and regular (weekly) employee check-ins to discuss work expectations and necessary equipment and support to complete their work.



Appendix



Appendix

Starfish Safe Start Health and Safety Protocol Appendix

Safe Start Communication SharePoint site

How to download ClearPass App on your phone

Starfish HR Business Partners

CDC Guidelines

Michigan's Safe Start Plan

Starfish Employee Assistance Program

IT/Properties Help Desk

Compliance 360/Incident Reporting

