

Hospitality House

COVID-19 Preparedness and Response Plan & Reopening Plan

COVID-19 Preparedness and Response Plan

The following COVID-19 Preparedness & Response Plan has been established for Hospitality House in accordance with the requirements of Executive Order 2020-97.

Hospitality House aims to protect its employees, volunteers and clients by enacting all appropriate prevention efforts. Hospitality House is continually monitoring guidance from local, state and federal health officials and implementing modification to the workplace and the COVID-19 Preparedness and Response Plan where appropriate.

Employees with questions are encouraged to contact the pantry Director.

1. Exposure Determination

Employees' "worker exposure" is classified as medium risk by the Occupational Safety and Health Administration guidance. Employees frequently and/or closely interact with the general public.

2. Engineering Controls

Given the medium risk worker exposure classification, Hospitality House provides the following controls in addition to prevention efforts and workplace controls: installing physical barriers where feasible, limiting exposure to the general public and minimizing face-to-face contact.

3. Prevention Efforts and Workplace Controls

a. Cleanliness and Social Distancing

Hospitality House abides by the recommended social distancing and other safety measures and establishes the following:

- Large gatherings are minimized whenever possible; staff meetings are postponed, cancelled or held remotely whenever possible; in-person staff meetings are in-compliance with local, state or federal gathering orders
- Employees are encouraged to maintain physical distance, including when on break, before and after working hours;
- Employees are required to maintain physical distance when reporting to and leaving work;
- Employees' interactions with the general public are modified to allow for additional physical space between parties; and
- Non-essential travel is postponed or cancelled.
- In response to a confirmed diagnosis or display of COVID-19 symptoms, Hospitality House: Contacts the Oakland County Nurse on Call hotline (800-848-5533) to schedule any necessary COVID-19 testing by the Oakland County Health Division and to receive guidance on COVID-19 exposure, quarantine, isolation, contact tracing and other up-to-date best practices for HHFP, its employees and volunteers.

Hospitality House provides employees with, at a minimum, non-medical grade masks. Masks are to be worn in public areas of the pantry and when employees cannot consistently maintain six feet of separation from other individuals in staff-only areas of the pantry.

Hospitality House is instituting the following cleanliness measures:

- Performing enhanced custodial cleaning and disinfection, especially of common areas
- Providing hand sanitizer in high-traffic areas

When choosing cleaning chemicals, Hospitality House will consult information on Environmental Protection Agency-approved disinfectant labels with claims against emerging viral pathogens. Products with Environmental Protection Agency-approved emerging viral pathogens claims are expected to be effective against severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2), the virus that causes COVID-19, based on data for harder to kill viruses. The manufacturer's instructions for use of all cleaning and disinfection products will be strictly adhered to.

Employees are expected to minimize COVID-19 exposure by:

- Cleaning work stations at the beginning and end of each shift;
- Avoiding, when possible, the use of other employees' phones, desks, or other work equipment;
- Frequently washing hands with soap and water for at least 20 seconds;
- Utilizing hand sanitizer when soap and water are unavailable;
- Avoiding touching their faces with unwashed hands;
- Avoiding physical contact, including handshakes;
- Avoiding close contact with sick people;
- Practicing respiratory etiquette, such as covering coughs and sneezes;
- Immediately reporting unsafe or unsanitary conditions on Hospitality House premises to the pantry Director;
- Complying with Hospitality House's daily screening processes;
- Seeking medical attention and/or following medical advice if experiencing COVID-19 symptoms; and
- Complying with self-isolation or quarantine orders.

b. Measures to Be Taken upon Notification of Employee's COVID-19 Diagnosis and/or Symptoms

An employee with a COVID-19 diagnosis or who displays symptoms consistent with COVID-19 must be immediately removed from the Hospitality House.

In response to a confirmed diagnosis or display of COVID-19 symptoms, Hospitality House:

- Informs all employees with and near whom the diagnosed/symptomatic employee worked of a potential exposure;
- Keeps confidential the identity of the diagnosed/symptomatic employee
- Conducts deep cleaning of the diagnosed/symptomatic employee's workstation, as well as those common areas potentially infected by the employee.

All employees who worked in sustained, close proximity to the diagnosed/symptomatic employee are also removed from the worksite for at least 14 days; however, should these exposed employees later develop COVID-19 symptoms and/or receive a confirmed diagnosis, they may not report on-

site until all return-to-work requirements are met, as defined below.

4. Identification and Isolation of Sick and/or Exposed Employees

Risk and exposure determinations are made without regard to employees' protected characteristics, as defined by local, state, and federal law. Any health-related information and documentation gathered from employees is maintained confidentially.

a. Employees' Self-Monitoring

The following employees should **not** report to work and, upon notification to Hospitality House, will be removed from the regular work schedule:

- Employees who display COVID-19 symptoms, such as fever, cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems, including nausea, diarrhea, and vomiting, whether or not accompanied by a formal COVID-19 diagnosis;
- Employees who, in the last 14 days, have had close contact with and/or live with any person having a confirmed COVID-19 diagnosis; and
- Employees who, in the last 14 days, have had close contact with and/or live with any person displaying COVID-19 symptoms, such as fever, cough, shortness of breath, sore throat, new loss of smell or taste, and/or gastrointestinal problems, including nausea, diarrhea, and vomiting.

Such employees may only resume in-person work upon meeting all return-to-work requirements, defined below.

b. Daily Screenings

To prevent the spread of COVID-19 and reduce the potential risk of exposure, employees arriving at Hospitality House must submit to a daily COVID-19 health screening prior to entry.

The screening process will consist of questions related to COVID-19 symptoms and testing, and a temperature check via touchless thermometer. This screening will be sufficiently private that responses to questions cannot be overheard by others.

Individuals pass the screening if they answer "No" to all questions and do not have a fever temperature.

NOTE: A fever temperature is 100.4 degrees Fahrenheit (38 degrees Celsius) or greater. If the temperature is at or above that threshold, the individual's temperature will be rechecked after 5 minutes of rest. If the second reading is below the threshold, the individual will be considered fever-free.

Employees are asked the following questions before entering the pantry:

1. Do you currently have any of the following symptoms?
 - a. Cough (excluding chronic cough due to a known medical reason other than

COVID19)

- b. Shortness of breath
 - c. At least two of the following symptoms: chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste/smell, diarrhea (excluding diarrhea due to known medical reason), extreme fatigue.
2. Have you had any close contact in the last 14 days with someone with a diagnosis of COVID-19?
 3. Have you travelled internationally or outside of Michigan in the last 14 days?

If the employee has fever temperature (100.4 degrees Fahrenheit or greater. (38 degrees Celsius) or answers “yes” to any of the screening questions, access is denied, and employee is advised to self-quarantine at home, until employee is permitted to return to work as defined below.

Employees who develop symptoms during their shift must immediately report to their supervisor and/or the pantry Director.

c. Return-to-Work Requirements

Employees who were themselves diagnosed with COVID-19 may only return to work upon confirmation of the cessation of symptoms and contagiousness.

Employees may discontinue self-quarantine and return to work upon achieving the following conditions:

- ✓ Resolution of fever without the use of fever-reducing medications;
- ✓ Improvement in respiratory symptoms (e.g., cough, shortness of breath)
- ✓ Tests negative for COVID-19
- ✓ Submits a release to return to work from a healthcare provider

Employees who came into close contact with, or live with, an individual with a confirmed diagnosis or symptoms may return to work after either 14 days have passed since the last close contact with the diagnosed/symptomatic individual, or the diagnosed/symptomatic individual receives a negative COVID-19 test.

3. Workplace Flexibilities and Potential Benefits for Employees Affected by COVID-19

Employees may be eligible for paid and unpaid leaves of absence.

a. Work from Home

There may be a period that a work-at-home order is put in place by Michigan Occupational Safety and Health Administration, Michigan Department of Health and Human Services, Oakland County Health Division, or other national, state or local entities. During a work-at-home order, employees are prohibited from engaging in on-site work if their duties can feasibly be completed away from Hospitality House. Most work at HHFP involves in-person interaction with clients, records and Hospitality House's warehouse inventory: those staff duties must be done at Hospitality House.

b. Families First Coronavirus Response Act

Employees may qualify for two different types of paid leave under the Families First Coronavirus Response Act.

Under the Emergency Paid Sick Leave Act, employees may seek up to two weeks (10 business days) of paid leave for the following reasons:

1. Subject to a Federal, State, or local quarantine or isolation order related to COVID-19;
2. Advised to self-quarantine due to concerns related to COVID-19;
3. Experiencing symptoms of COVID-19 and seeking a medical diagnosis;
4. Caring for an individual subject to a quarantine or isolation order or advised to self-quarantine due to concerns related to COVID-19;
5. Caring for a son or daughter whose school or childcare provider is closed or unavailable due to COVID-19 precautions; and
6. Experiencing any other substantially similar condition specified by the Secretary of Health and Human Services, in consultation with the Secretary of the Treasury and the Secretary of Labor.

For full-time employees, two weeks of leave equates to 80 hours; for part-time employees, two weeks of leave equates to a number of hours equivalent to the number of hours usually worked in a two-week period.

Under the Emergency Family and Medical Leave Expansion Act, employees may seek up to twelve weeks of leave to care for a son or daughter whose school or childcare provider is closed or unavailable due to COVID-19 precautions. The first two weeks of leave, which run concurrently with the EPSLA leave, may be unpaid; the remaining ten weeks of leave are paid at a rate equivalent to two-thirds of an employee's regular rate of pay or minimum wage, whichever is greater, capped at \$200/day.

c. Executive Order 2020-36

Employees who require leave beyond the Emergency Paid Sick Leave Act because of their own COVID-19 diagnosis/symptoms, or because they have had close contact or live with an individual with a COVID-19 diagnosis/symptoms, may be eligible for unpaid leave under Executive Order 2020-36 until permitted thereunder to return to work.

d. Unemployment Compensation Benefits

Under Executive Order 2020-57, and the federal CARES Act, unemployment compensation benefits are expanded in terms of eligibility, amount, and duration.

Employees who are unable to report to work for reasons related to COVID-19 are referred to the pantry Director or the BoD for information on unemployment compensation benefits. Such reasons include the following:

- Being under self-isolation or self-quarantine in response to elevated risk from COVID-

- 19 due to being immunocompromised;
- ✓ Displaying at least one of the principal symptoms of COVID-19 (i.e., fever, atypical cough, atypical shortness of breath);
- ✓ Having close contact in the last 14 days with a confirmed COVID-19 diagnosis;
- ✓ Needing to care for someone with a confirmed COVID-19 diagnosis; and
- ✓ Fulfilling a family care responsibility as a result of a government directive (e.g., caring for a child whose school or childcare provider is closed or otherwise unavailable due to COVID-19).

d. FMLA and ADA

Employees may be entitled to unpaid leave under the Family and Medical Leave Act (FMLA) if their absence is related to their own serious health condition or that of a family member. COVID-19 may constitute a serious health condition where “complications arise.”

Hospitality House is aware of its obligations under the Americans with Disabilities Act (ADA). Specifically, if an employee requests an accommodation because of a condition that may be complicated by COVID-19 (e.g., cystic fibrosis, emphysema, COPD), then Hospitality House engages in the interactive process to provide a reasonable accommodation. This may mean allowing the employee to work remotely (if reasonable) or work an alternative schedule.

4. Preparedness and Response Plan Updates and Expiration

This Plan responds to the COVID-19 outbreak. As the pandemic progresses, Hospitality House will update this Plan and its corresponding processes.

This Preparedness and Response Plan will expire upon conclusion of its need, as determined by Hospitality House and in accordance with guidance from local, state, and federal health officials.

Hospitality House Reopening Plan

If an executive order is in effect, all elements of the executive order will be followed and the executive order will control if there is a conflict. The Reopening Plan only applies if permitted by law or executive order. This Reopening Plan is not intended to supersede or change any Hospitality House employment policies.

Requirements Applicable to All Stages of Reopening

- A. Per the CDC guidelines, patrons with an infectious illness such as the flu must not enter the pantry until at least twenty-four (24) hours after they are free of fever (100.4 degrees F) or signs of a fever without the use of fever-reducing medications.
- B. Patrons should not enter the pantry with symptoms of an infectious disease.
- C. The pantry shall provide notice on the pantry doors of the patron responsibility requirements currently in effect.

D. The pantry Director shall determine the cleaning protocols for all stages.

Reopening Stage 1

During this stage, the pantry is closed to the public by executive order or by the pantry Director in consultation with the Board of Directors.

Employees: All The pantry staff members are permitted to return to work as scheduled.

Permitted Activities: Virtual and telephone reference and readers' advisory, digital outreach, collection development and maintenance, virtual programming, remote technology assistance and instruction, shelving materials, processing materials, virtual staff

meetings, education and training. Patron return of materials is permitted; the pantry Director will determine protocols for returned materials.

Safety Measures:

1. The pantry Director will take steps to implement social distancing.
2. Staff workstations will be configured to maintain social distancing requirements of six (6) feet if possible.
3. The pantry will begin to implement social distancing protocols in the pantry in anticipation of patrons returning to the building, including: removing/rearranging tables and chairs, determining the public computer terminals that may be used, blocking off areas or furniture to patron use, adding Plexiglas barriers at public service desks, marking areas of public service to illustrate queues with six (6) foot spacing.

Hours: The building will not be open for any public hours of operation.

Reopening Stage 2

During this stage, the pantry will offer curbside and/or drive-through pick up. The building remains closed to the public.

Employees: All The pantry staff members are permitted to work as scheduled.

Permitted Activities: Previously authorized activities continue. In addition, the pantry may commence to include curbside and/or drive-through pick up.

Safety Measures: The safety measures in stage 1 remain in place. In addition:

1. The pantry patrons and staff members must stay six (6) feet apart when engaging in curbside/drive-through pickup.
2. The pantry will provide exterior signage and instruction for curbside/drive-through pickup.

Hours: Curbside and/or drive-through pick up will be offered during the following hours, but this may be modified by the pantry Director in consultation with the Board of Directors:

Monday: Noon - 6:30pm

Thursday: 10am - 1:30pm

Saturday: 11am - 1:30pm

Reopening Stage 3

During this stage, the pantry will offer limited lobby access to the pantry patrons and to the public. During this stage, the pantry will offer curbside and/or drive-through pick up.

Employees: All The pantry staff members are permitted to work as scheduled.

Permitted Activities: Previously authorized activities continue. In addition:

1. The pantry may permit patrons to enter the building, limited to a specific area.
2. Patrons may have in-person interactions with The pantry staff members, providing that social distancing and safety measures are followed.

Safety Measures: The safety measures in previous stages remain in place. In addition:

1. Patrons will be required to wear masks as mandated by local, state or federal order; the pantry will provide masks if supplies are available.
2. Patrons must stay six (6) feet away from all staff members and other patrons.
3. The pantry will identify and mark areas where patrons are likely to queue or congregate to identify proper social distancing.
4. Up to 10 patrons will be permitted in the pantry at a time. All others must wait outside the pantry.
5. Patrons will use their best efforts to visit the pantry with the least number of people necessary.
6. Patrons are not permitted food and beverage unless necessary for medical reasons.

Hours: The following hours of operation are established, but this may be modified by the pantry Director in consultation with the Board of Directors:

Monday: Noon-6:30pm

Thursday: 10am - 1:30pm

Saturday: 11am - 1:30pm

Reopening Stage 4

During this stage, the pantry will be open to the public with restrictions.

Employees: All The pantry staff members are permitted to work as scheduled.

Permitted Activities: Previously authorized activities continue. In addition, the pantry may open for additional activities such as:

1. Select meeting rooms opened for the pantry events only with attendance limited so as to not exceed gathering event sizes as recommended by local, state or federal guidelines.
2. The pantry Director may open additional areas of the pantry building for use by the public.

Safety Measures: The safety measures of previous stages remain in place; the number of patrons permitted into the building is increased.

1. The number of patrons permitted in the building at a time is limited to 50% of the total occupancy limit. All others must wait outside the pantry.

Hours: The following hours of operation are established, but this may be modified by the pantry Director in consultation with the Board of Directors:

Monday: Noon - 6:30pm

Thursday: 10am - 1:30pm

Saturday: 11am - 1:30pm

Reopening Stage 5

During this stage, the pantry will be open to the public; all The pantry services will resume without restriction.