

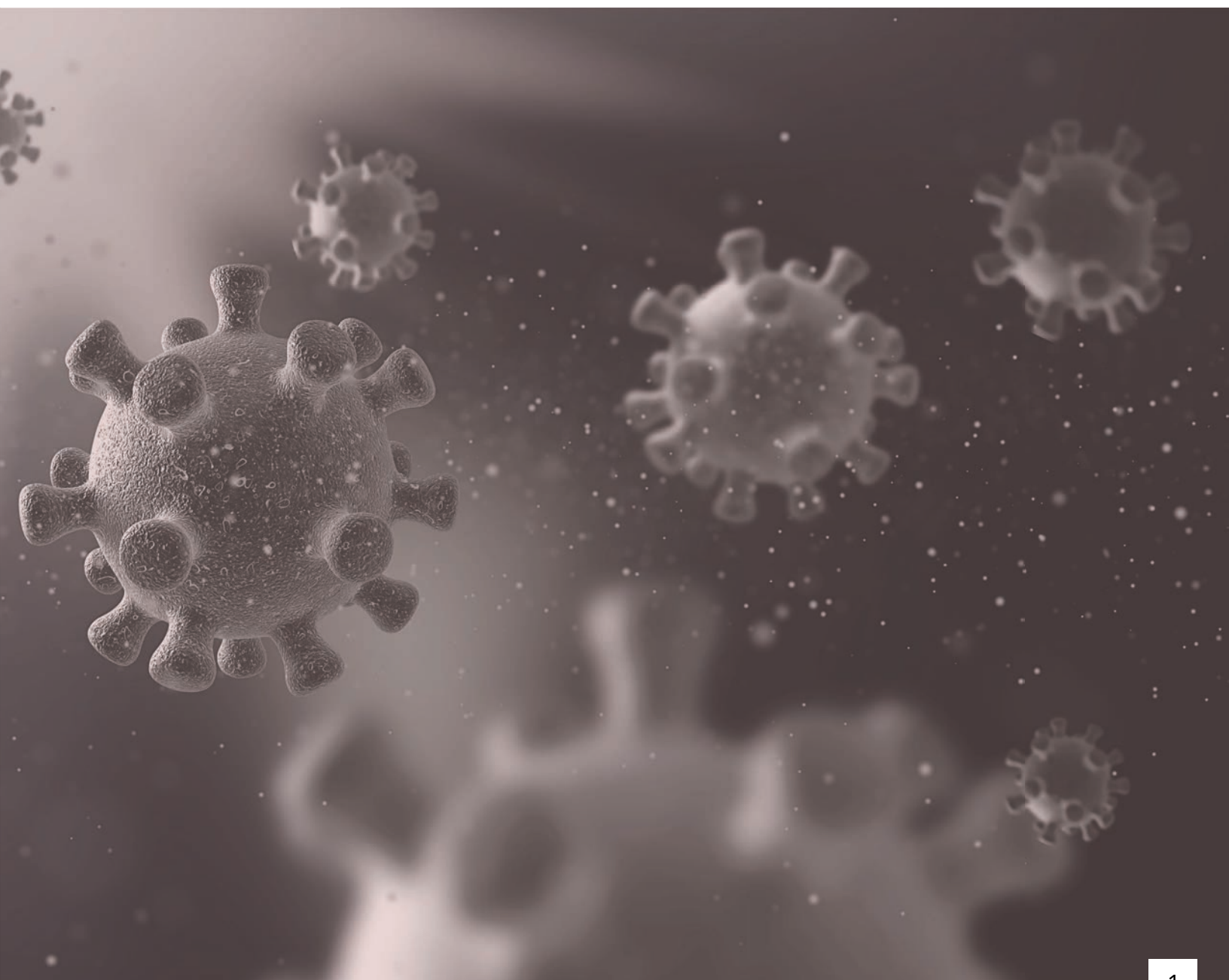


TOWARD MAXIMUM
INDEPENDENCE
TRANSFORMING LIVES

ESSENTIAL BUSINESS PROTOCOL

Toward Maximum Independence (TMI) has worked effectively and collaboratively under our remote working arrangements across all offices. During the California shelter in place orders, TMI has continued to operate under the “Essential Business” classification with only essential employees working. All other employees with job descriptions that can be performed remotely have worked from home and sheltered in place. As we continue to conduct business, TMI believes a controlled and communicated protocol that considers the health and safety of employees is prudent.


It should be noted that this document might not cover all circumstances that employees may encounter, and employees are encouraged to seek guidance from the Executive Director, Associate Executive Director, Program Directors, or the Human Resources Department, regarding questions or concerns as they arise.



GENERAL PROVISIONS

- The details of the Essential Business Protocol (EBP) are in accordance with state and local guidelines for a safe work environment. Please adhere to them. The COVID-19 Operations Team will take steps to ensure that employees adhere to these guidelines.
 - COVID-19 Operations Team includes:
 - Executive Director and Associate Executive Director
 - The Human Resources Department
 - Department Directors
 - Site Coordinators
 - Quality Assurance Manager
- If employees observe violations of the EBP, please direct concerns to the COVID-19 Operations Team. TMI will not tolerate any retaliation against an employee for expressing good-faith concerns regarding the EBP.
- These protocols may be adjusted and TMI will send updates and revisions as needed. We ask for flexibility and patience. Each office location may have slightly different practices depending on the state and county specific orders.
- Some employees may need to continue working from home for a number of reasons. Also, some programs may continue to provide teleservices depending on the guidance from the state and local authorities.
- This EBP will remain in effect until further notice. The COVID-19 Operations Team will notify employees when they are to return to a traditional work environment.





When should an employee not report to work?

Employees should not report to work (to include all TMI offices or community based services¹) if:

Unwell

They have been in physical contact with someone who has tested positive for COVID-19 within the last 14 days

They have been in physical contact with someone who is experiencing symptoms of COVID-19

They have experienced any of the following symptoms in the last 24 hours²:

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

They have traveled internationally (to include Mexico and Canada) in the last 14 days

Employees are instructed to stay at home from the onset of symptoms, and report their illness to their supervisor or Human Resources (see Acknowledgement page for contact information). Anyone who has symptoms should immediately seek medical attention and follow the recommendations of their healthcare provider, including, if recommended by the health care provider, having a COVID-19 test that shows negative results before returning to work.

¹ Protocol and procedures may differ for Personal Attendants who reside in a home where services are provided.

² Telecommuting may be an option for some positions pending approval from Human Resources and the department director. Some work duties may need to be adjusted.

Return to Work



Employees with COVID-19 who have stayed home (isolated) may return to work under the following conditions³:

If an employee has not had a follow up test to determine if they are still contagious, these four things must occur:

- ☐ A doctor's note clearing them to return to work
- ☐ The employee has not had a fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)
- ☐ Other symptoms have improved (for example, when their cough or shortness of breath have improved)
- ☐ At least 10 days have passed since their symptoms first appeared

If an employee has had a test to determine if they are still contagious, these four things must occur:

- ☐ A doctor's note clearing them to return to work
- ☐ The employee no longer has a fever (without the use of medicine that reduces fevers)
- ☐ Other symptoms have improved (for example, when their cough or shortness of breath have improved)
- ☐ The employee received two negative tests in a row, at least 24 hours apart⁴

Employees who DID NOT have COVID-19 symptoms, but tested positive and have stayed home (isolated) may return to work under the following conditions:

If they have not had a test to determine if they are still contagious, these three things must occur:

- ☐ A doctor's note clearing them to return to work
- ☐ At least 10 days have passed since the date of their first positive test
- ☐ The employee continues to have no symptoms (no cough or shortness of breath) since the test

If an employee has had a test to determine if they are still contagious, this must occur:

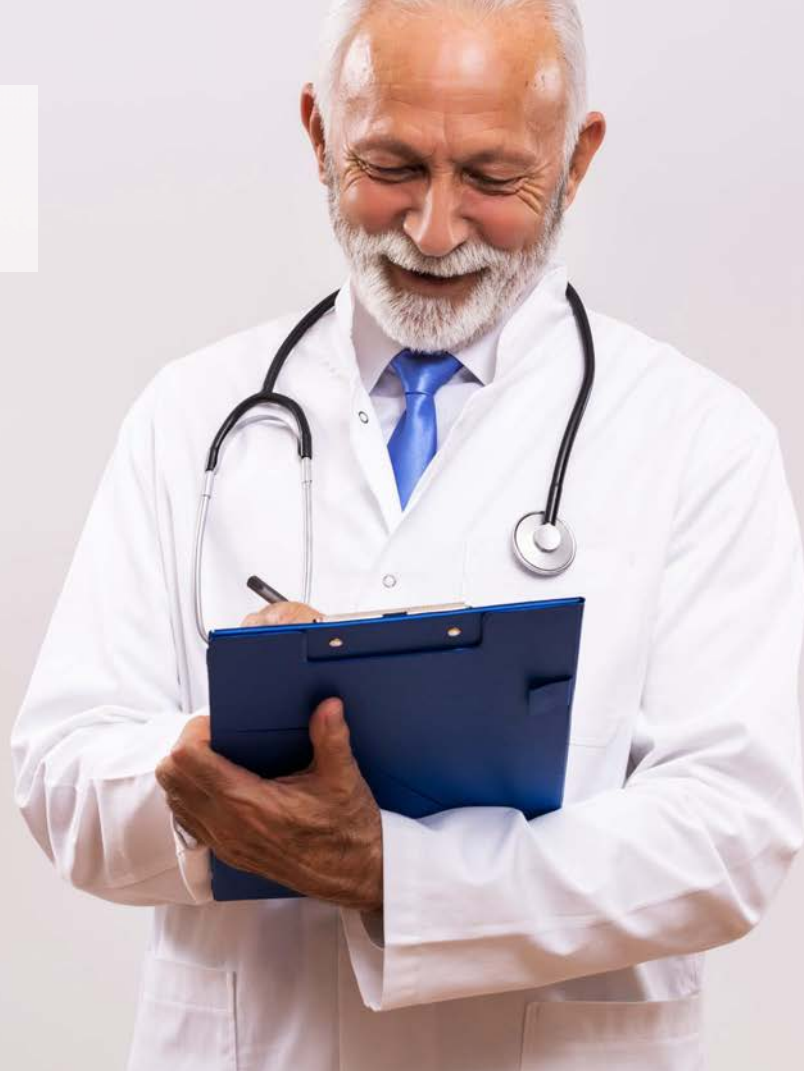
- ☐ The employee received two negative tests in a row, at least 24 hours apart

Note: If an employee develops symptoms, follow guidance above for people with COVID-19 symptoms

³TMI protocols may change based on updated recommendations from the CDC and state and local authorities.


⁴ CDC guidelines continue to evolve on COVID-19 testing, and the EBP Plan is in no way intended to replace an employee's physician's advice and recommendations. Employees are to reach out to Human Resources or their supervisor if they have any questions regarding the criteria outlined in the EBP Plan.

Return to Work, Continued



In all cases, employees must obtain and provide a doctor's note to return to work. Employees are expected to follow the guidance of their doctor and local health department. The decision to stop home isolation should be made in consultation with the employee's healthcare provider and state and local health departments. Some people, for example those with conditions that weaken their immune system, might continue to spread the virus even after they recover.

- Employees that are experiencing symptoms that may be associated with COVID-19, but who do not have a positive COVID-19 test, or who have not been diagnosed by their doctor as presumptive positive for COVID-19, must consult with Human Resources and the department director to discuss the timeline for returning to work.
- On any given day, if an employee is working, they will be asked to self-monitor for COVID-19 symptoms, including fever, before reporting to work. Although it is not required, if an employee has access to a thermometer, they are encouraged to take their temperature at home prior to their arrival to work. If an employee registers a temperature of 100.0°F or greater, or has any other COVID-19 symptoms, they may not work in the community or office they will be asked to return home and seek medical treatment as appropriate.
- If an employee becomes ill or feels they have symptoms after reporting to work, they must notify their supervisor and/or Human Resources immediately and return home.
- Employees should contact Human Resources or their supervisor for any questions regarding sick leave policies.



What if a client tests positive for COVID-19?

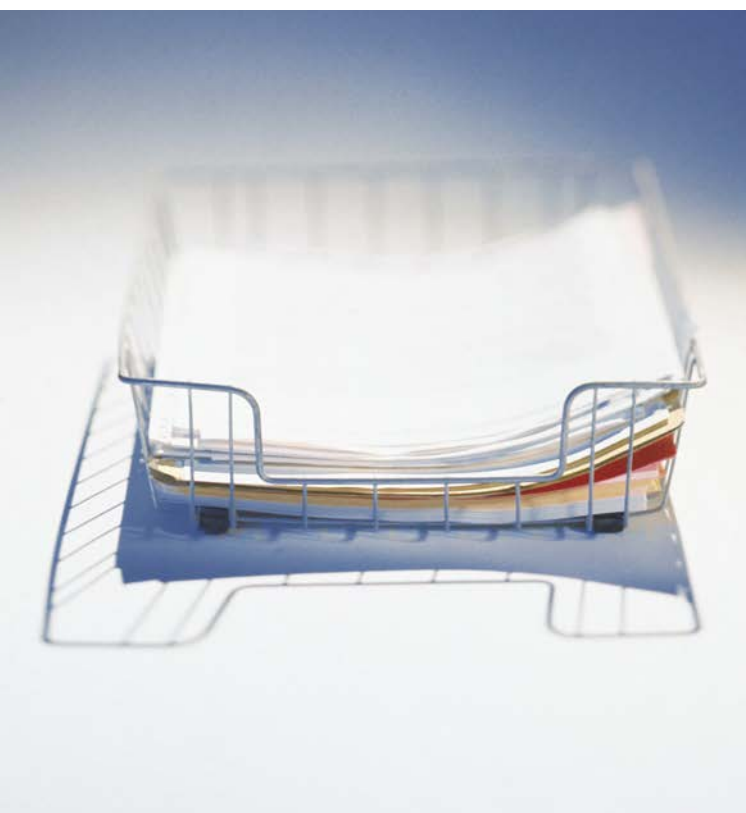
If a client tests positive for COVID-19, please complete the following steps:

Managers:

- ☐ Inform Human Resources if the client has been in physical contact with another TMI client or employee. Any TMI employee who was in the physical presence of such client will need to take a COVID-19 test and report results to Human Resources before returning to work.
- ☐ If other clients were exposed to the individual who tested positive, managers must notify them.
- ☐ Report the information to the department director.
- ☐ If applicable, contact the client's family.
- ☐ If applicable, report the information to Regional Center.
 - Contact the client's Service Coordinator
 - Prepare and submit a Special Incident Report to Regional Center by appropriate deadlines
 - Follow up with Regional Center as needed
- ☐ If applicable, contact the client's Vocational Rehabilitation Counselor at the Department of Rehabilitation.

Direct Staff:

- ☐ Report the information to the supervisor immediately.
- ☐ Inform the supervisor if the client has been in contact with other clients or employees.



Office Access

All office suites will remain locked at all points of entry to allow for controlled access to the suites.

Until further notice or modification to this protocol, TMI is mandating that visitors will not be allowed to enter the office building. This includes clients, family members, children, and vendors. **If an employee needs to meet with another employee, including their supervisor, a client, or their support team, meeting must be held virtually.**

Food deliveries should be made to building lobbies or outside of the office suites. Any deviation from this mandate must be approved by the employee's program director, Human Resources, and/or the department director.

Submitting Paperwork

Employees must submit all paperwork electronically to include client and administrative documents.

In circumstances where electronic paperwork is not acceptable, employees may request a self-addressed stamped envelope and mail documents to their supervisor.



SAFETY PROTOCOLS



- In person meetings must be limited to numbers that allow for 6 feet of physical distance. **Virtual meetings (such as Zoom or video conferencing) and phone contact should remain the baseline in lieu of in person meetings.**
 - **Every effort should be made to maintain 6 feet of space between people at all times.**
 - Masks must be worn at all times in hallways and common areas, and in any instance where 6 feet of distance cannot be maintained. If an employee does not have access to a mask, or forgets their mask, TMI will provide one to them.
 - When in the community, employees must wear a mask. If an employee does not have a mask, they may request one from TMI.
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- No congregating in break areas or lunchrooms will be allowed. Employees are encouraged to eat in their office or at their workspace. Non-exempt employees are reminded to not work during their breaks if eating at their workstations. Employees who are working in the community must practice physical distancing at all times when taking breaks and meal periods.
 - Please avoid physical contact—handshakes and hugs are discouraged.
 - Do not share commonly used items such as phones, keyboards, work spaces, or pens.
 - If you share an office space, only one employee may be in that space at a time.
 - **Do not congregate at copiers, printers, or in printing rooms. Only 1 person at a time may be in each printing room.**
 - TMI asks employees to be mindful of personal space; do not hover over anyone's workstation or workspace.
 - **Minimize the entering of offices or work spaces of others. When in a coworker's office, employees must practice physical distancing and maintain 6 feet apart.**
 - **Employees are to continue adhering to best practices on hand washing and not touching one's face.**
 - Each employee will be provided with cleaning materials to clean their workstations.
 - In addition to enhanced cleaning measures in each building and/or suite, enhanced office cleaning has been scheduled for common areas, kitchens and break rooms, copiers, and other common touch points.
 - Employees may be asked to complete tasks outside of their typical job duties to provide the safest and healthiest work environment at TMI.

PREVENTION: PROTECTING YOURSELF AND OTHERS

Please review the following information from the Centers for Disease Control and Prevention (CDC):

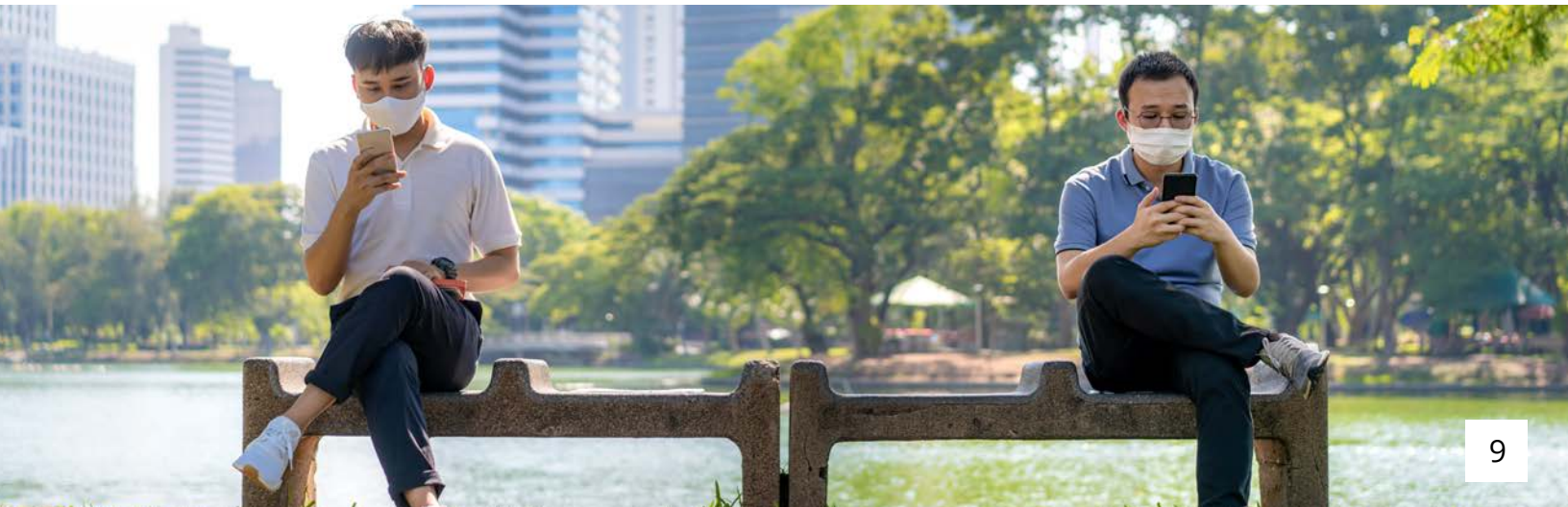
Knowledge on How it Spreads

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- The best way to prevent illness is to avoid being exposed to the virus.
- The virus is thought to spread mainly from person-to-person.
 - Between people who are in close contact with one another (within about 6 feet).
 - Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
 - These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.



Avoid Close Contact

- **Inside your home:** Avoid close contact with people who are sick.
 - If possible, maintain 6 feet between the person who is sick and other household members.
- **Outside your home:** Put 6 feet of distance between oneself and people who do not live in one's household.
 - Remember that some people without symptoms may be able to spread virus.
 - Stay at least 6 feet (about 2 arm lengths) from others.
 - Keeping distance from others is especially important for people who are at higher risk of getting very sick.



PREVENTION, CONTINUED

Please review the following information from the Centers for Disease Control and Prevention (CDC):

Additional Prevention Tips

Here's what employees can do to protect themselves:

- Limit contact with other people as much as possible
- Wash hands often
- Avoid close contact (6 feet, which is about two arm lengths) with people who are sick
- Clean and disinfect frequently touched surfaces
- Avoid all cruise travel and non-essential air travel



Face Masks

Cloth face coverings should:

- Reach above the nose, below the chin, and completely cover the mouth and nostrils
- Fit snugly against the sides of the face
- Be made of multiple layers of breathable fabric
- Be able to be laundered and machine dried without damaging the material or shape
- Many items employees may already have at home can be used to create face coverings (bandanas, ski masks, washable napkins, or dish towels)



Individuals at High Risk

Those at increased risk for severe illness from COVID-19 include:

- Older adults

People of any age with the following:

- Cancer
- Chronic kidney disease
- COPD (chronic obstructive pulmonary disease)
- Immunocompromised state (weakened immune system) from solid organ transplant
- Obesity (body mass index [BMI] of 30 or higher)
- Serious heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies
- Sickle cell disease
- Type 2 diabetes mellitus



PREVENTION, CONTINUED

Please review the following information from the Centers for Disease Control and Prevention (CDC):

When to Wash Hands

Help keep yourself and others healthy by washing hands often, especially during these key times when likely to get and spread germs:

- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After assisting with personal care
- After blowing one's nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage
- After being in a public place and touched an item or surface that may be frequently touched by other people, such as door handles, tables, gas pumps, shopping carts, or electronic cashier registers/screens, etc.
- Before touching eyes, nose, or mouth as this is how germs enter our bodies.
- Use an alcohol-based hand sanitizer containing at least 60% alcohol if soap and water are not available.
 - Apply the gel product to the palm of one hand (read the label to learn the correct amount).
 - Rub your hands together.
 - Rub the gel over all the surfaces of one's hands and fingers until one's hands are dry. This should take around 20 seconds.



Hand Washing Tips

Washing hands is easy, and it's one of the most effective ways to prevent the spread of germs. Clean hands can stop germs from spreading from one person to another and throughout an entire community—from one's home and workplace to childcare facilities and hospitals. Follow these five steps every time.

- Wet hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- Lather hands by rubbing them together with the soap. Lather the backs of hands, between fingers, and under nails.
- Scrub hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- Rinse hands well under clean, running water.
- Dry hands using a clean towel or air dry them.





Use of Disinfectants

The best way to protect oneself and others from germs is to regularly wash hands by using the information in the aforementioned Prevention section. Additionally, employees should regularly clean common surfaces used in work environments. Please review the following steps from [coronavirus.gov](https://www.cdc.gov/coronavirus/2019-ncov/faq.html), on effective use of disinfectants:

Step 1: Read the directions

Follow the product's directions. Check "use sites" and "surface types" to see where products can be used. Read the "precautionary statements."

Step 2: Pre-clean surfaces

Make sure to wash the surface with soap and water if the directions mention pre-cleaning or if the surface is visibly dirty.

Step 3: Follow the contact time

Find the contact time in the directions. The surface should remain wet the whole time to ensure the product is effective.

Step 4: Wear gloves & wash hands

For disposable gloves, discard them after each cleaning. For reusable gloves, dedicate a pair to disinfecting COVID-19. Wash hands after removing the gloves.

Step 5: Lock it up

Keep lids tightly closed and store out of reach of children and pets.

Employees should practice routine cleaning of frequently touched surfaces to include: tables, doorknobs, light switches, counter tops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc. Remember, always ensure there is adequate ventilation, do not to mix chemicals, and contact poison control (1-800-222-1222) if there has been poison exposure.

Coping during COVID-19



Please review the following information from the Centers for Disease Control and Prevention (CDC):

The COVID-19 pandemic can be stressful. Fear and anxiety about a new disease and what could happen can be overwhelming and cause strong emotions in adults and children. Public health actions, such as physical distancing, can make people feel isolated and lonely and can increase stress and anxiety. However, these actions are necessary to reduce the spread of COVID-19. Coping with stress in a healthy way will make all everyone stronger.

Healthy Ways to Cope with Stress

- Knowledge is power. Know what to do if sick or are concerned about COVID-19. Contact a health professional before starting any self-treatment for COVID-19.
- Know where and how to get treatment and other support services and resources, including counseling or therapy (in person or through telehealth services).
- Take care of emotional health to think clearly and react to the urgent needs to protect oneself and family.
- Take breaks from watching, reading, or listening to news stories, including those on social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of one's body.
 - Take deep breaths, stretch, or meditate.
 - Try to eat healthy, well-balanced meals.
 - Exercise regularly.
 - Get plenty of sleep.
 - Avoid excessive alcohol and drug use.
- Make time to unwind. Try to do some other enjoyable activities.
- Connect with others. Talk with people about concerns and feelings.
- Connect with community- or faith-based organizations. While physical distancing measures are in place, consider connecting online, through social media, or by phone, or mail.

ESSENTIAL BUSINESS PROTOCOL ACKNOWLEDGMENT

By signing this acknowledgement, the employee confirms that they have reviewed TMI's Essential Business Protocol (EBP), and has had the opportunity to ask questions. In addition, the employee confirms that they have completed the pandemic-related training courses (Relias Learning) which was completed by 06/01/2020.

As part of the employee training, the employee was provided important information, including but not limited to:

- Preventing the spread of COVID-19 and who is especially vulnerable.
- What to do if a client tests positive for COVID-19.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have a frequent cough, fever (100.0°F or more), difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they have been in physical contact with has been diagnosed with COVID-19 or experiencing symptoms of COVID-19.
- When to seek medical attention.
- The importance of hand washing and wearing masks.
- The importance of physical distancing and measures implemented at work to ensure distancing is maintained.
- Who to contact at TMI if they are experiencing symptoms of COVID-19.
- Information on enhanced cleaning and disinfecting protocols for work environments.
- To disinfect personal work areas with TMI provided supplies.
- Mental health during COVID-19.

By signing this Essential Business Protocol, I understand and will follow TMI's requirements. If I am experiencing COVID-19 or have been diagnosed with COVID-19, I must disclose the information to my direct supervisor and the Human Resources Department.



*****Please do not print, sign, and return this page as it will be acknowledged and agreed to electronically via Relias Learning and will be returned to HR digitally.*****

Employee's Name

Employee's Signature

Date

HUMAN RESOURCES DEPARTMENT

Rebeca Valenzuela
Director
(619) 634-7779

Pat Campbell
Associate Director
(619) 929-4103