



**VOA Alaska**

## **COVID-19 Response and Preparation Plan Current Status Tier 3**

History: Tier 1 implemented March 10<sup>th</sup>, moved to Tier 2 March 12<sup>th</sup>, moved to Tier 3 March 21<sup>st</sup>.

VOA Alaska is closely monitoring the outbreak of the respiratory illness COVID-19. As the outbreak increases in impact within the United States, VOA Alaska has proactively developed a four (4) tier plan which describes our response to changes in outbreak status, locally and within our organization.

This plan should be considered a living document, and will be evaluated daily and revised as needed by Executive Leadership, who will provide updates to staff, Board of Directors, VOA National, and onsite partners via email. Staff will be expected to monitor their identified email account on a regular basis.

### **DEFINITIONS**

**Change in Tiers** - The Chief Executive Officer (CEO) will determine and announce when to move between tiers, based on the initiating criteria defined for each tier. Tier criteria will be evaluated based on community updates from the state and local health agencies.

**Essential Staff:** Those identified as essential to maintain core business functions.

**Non-Essential Staff:** Those identified as non-essential to maintaining core business functions.

**Annual and Sick Leave Policy Flexibility:** The Chief Executive Officer has approved temporary flexibility regarding the use of Annual and Sick Leave in the event Tier 2 or above is implemented, with clear communication required between staff, managers, and HR. In the event of an ASD closure or required self-quarantine, Annual and Sick leave will be used first. In the event it is confirmed that a staff member cannot be at work due to self and/or family contraction of COVID-19 and/or flu, FMLA will be accessed. A doctor's note is required for FMLA. This temporary flexibility would be in effect until Tier 1 is reinitiated and/or the CEO communicates a date the temporary flexibility is lifted. At that time, the original policies will go in to effect.

VOA Alaska may be able to provide additional paid leave to reduce the financial burden or access FMLA resources. This additional resource is being put in place so that no employee must decide between a paycheck or putting others at risk by coming to work when sick – please contact HR or your supervisor if you have any questions.

### ***TIER 1***

**Initiated by: Current public awareness and recommendations surrounding Coronavirus initiation of COVID-19 Response Team. No confirmed cases in the local community.**

VOA Alaska will implement increased sanitation and precaution measures and the Emergency Action Committee will continuously monitor risk. The Senior Leadership Team will participate in weekly VOA Alaska COVID-19 Emergency Response Team meetings.

**Staffing Plan:** Minimal to no impact – Communicate agency response and preparation plan.

**Business Travel:** Restrict business travel through May 1, 2020.

**Personal Travel:** Personal travel will be at staff discretion in accordance with agency policy for Annual Leave approval. Staff may be requested to self-quarantine for up to 14 days upon return based on risk factors such as: location of travel, symptoms, interaction with those known to have been affected by the outbreak, and/or travel advisories related to COVID-19.

**Program Impact:** Minimal to no impact, increased education surrounding hygiene and universal precautions and infectious disease protocol. During all program meetings, staff will emphasize to youth the need and importance of increased hand washing and other essential precautions. No change to program policy and or practice regarding youth service delivery.

## ***TIER 2***

**Initiated by:** Confirmed case of Coronavirus in Anchorage and/or surrounding communities.

**Work from Home:** Upon confirmation of confirmed cases of coronavirus in the local area VOA Alaska will implement discretionary work from home for non-essential staff.

**Visitors/Community Engagement:** Limit in-office meetings, visitors, delivery of services (or adjust delivery to avoid exposure in residential settings). Limit in-person participation in off-site meetings and events, participate via phone or video, when possible.

**Staffing Plan:** Program managers will update the attendance tracking and Travel or Exposure Log daily. Program leadership will begin collaborating to reassign mobile and non-essential administrative staff to residential facilities based on staffing needs. Staff exhibiting symptoms of COVID-19: Fever (100.4° F or greater using an oral thermometer), signs of a fever, cough, and shortness of breath or who knowingly been exposed to someone with symptoms will be required to stay home and be fever free for 24 hours or present a doctor's note to return to work. Staff who have knowingly been exposed to someone who has confirmed COVID-19 will be required to self-quarantine for 14 days prior to returning to work.

**Business Travel:** No business travel will be approved through May 1, 2020.

**Personal Travel:** Personal travel will be at staff discretion in accordance with agency policy for Annual Leave approval. Staff may be requested to self-quarantine for up to 14 days upon return based on location of travel, symptoms, and travel advisories related to COVID-19.

No new annual leave requests of essential staff (unrelated to COVID sick/personal leave) submitted while the agency is on Tier 2, 3, or 4 will be approved due to need to maintain staffing for critical shortages to maintain safety and supervision of clients.

**Program Impact:** Maintain increased education surrounding hygiene and illness prevention. No change to program policy and or practice regarding youth service delivery. ARCH setting will have a restricted visitation policy and passes out of the facility will be denied unless it is an emergency. Youth exhibiting symptoms of fever or cough will be referred to their primary care provider. Ongoing communication will occur to ensure VOA families and clients are aware of the community resources available. Implement revised intake procedures to include assessment for any symptoms of COVID-19. Social distance of 6ft will be enforced within all VOA programs.

### **TIER 3**

**Initiated by:** Increase in confirmed cases in Anchorage and surrounding community and/or increased risk rating by the CDC, and/or a city shelter in place recommended

**Daily communication will be provided to staff, Senior Leadership Team will participate in daily VOA Alaska COVID-19 Emergency Response Team meetings.**

**Work from Home:** Upon confirmation of increased confirmed cases of coronavirus in the local area and/or increased risk rating in the community, VOA Alaska will implement working from home for non-essential staff. **Staff will stay at home and work from home. Staff should stay at home unless they need to leave for “essential” activities or to work at ARCH.**

**Visitors/Community Engagement:** VOA Alaska will not schedule any in-office meetings and establish a no-visitors policy. All non-essential staff will work from home and will not engage in in-person participation in off-site meetings and events; all participate via phone or video.

**Hiring Freeze:** Freeze on hiring and onboarding of new employees.

**Business Travel:** No business travel will be approved until further notice.

**Personal Travel:** Personal travel will be at staff discretion in accordance with agency policy for Annual Leave approval. Staff will be requested to self-quarantine for up to 14 days upon return and follow existing CDC guidelines on returning to work.

No new annual leave requests of essential staff (unrelated to COVID sick/personal leave) submitted while the agency is on Tier 2, 3, or 4 will be approved due to need to maintain staffing for critical shortages to maintain safety and supervision of clients.

**Staffing Plan:** Program managers will update the attendance tracking and Travel or Exposure Log daily. Program leadership will begin collaborating to reassign mobile and non-essential administrative staff to residential facilities based on staffing needs. ARCH staff will reduce to minimal levels to ensure clinical coverage during all shifts and health and safety staffing ratios. Employees who identify themselves as high-risk/medically fragile/vulnerable populations for

exposure to COVID-19 may not work in person, and will be given the option of working from home; if work cannot be conducted at home, these employees will be on VOA-sponsored leave. Employees will have their temperature tested upon entry to the ARCH facility. Enhanced sick bed protocol will be implemented.

**Program Impact:** Current residents of ARCH will stay in place and will not engage in external activities that are not essential. No external activities will be scheduled. New clients at ARCH will not be accepted while the agency remains at Tier 3. Visitors will not be allowed. Youth exhibiting symptoms of fever or cough will be referred to their primary Care Provider. Outpatient services will be limited and provided through telephonic services only and physical/in-office visits will not be allowed. Clients will maintain social distancing recommendations. Program rules will be adjusted as necessary.

## **TIER 4**

**Initiated by and/or continued rise in new cases identified, an increased risk announcement by the CDC, the city implements a mandatory quarantine ordinance, and/or confirmed case within of VOA Alaska (employees/clients).**

VOA Alaska will follow the city plan for testing and quarantine of any confirmed cases. It is currently anticipated that that the city will be identifying a location to quarantine any confirmed cases. **Response plan will be updated to reflect city plan and procedures.**

**Work from Home:** Upon determination by CEO to place agency at Level 4, VOA Alaska will implement a 100% required work from home for all staff.

**Quarantine Site:** VOA Alaska will work in collaboration with the city Emergency Command Center.

**Staffing Plan:** Program managers will update the attendance tracking and Travel or Exposure Log daily. Program leadership will begin collaborating to reassign mobile and non-essential administrative staff to residential facilities based on staffing needs. Staff exhibiting symptoms of COVID-19: Fever (100.4° F or greater using an oral thermometer), signs of a fever, cough, and shortness of breath or who knowingly been exposed to someone with symptoms will be required to stay home and be fever free for 24 hours or present a doctor's note to return to work. Staff who have knowingly been exposed to someone who has confirmed COVID-19, is returning from travel, and/or existing CDC guidelines will be required to self-quarantine for 14 days prior to returning to work. At ARCH, staffing levels will be reduced further to cover core needs such as meals, meds, sight and coordination of telehealth clinical services (if possible).

**Program Impact:** Current residents of ARCH will be required to stay in place and limit and minimize external activities that are not essential. No external activities will be scheduled. New clients will not be admitted in to the program. If youth presents with symptoms, enhanced sick bed protocol will be followed, as well as local procedures in collaboration with Emergency Command Center for referral and testing. If an ARCH client is confirmed to have COVID-19 and does not

require hospitalization, staff will follow local medical professional recommendation, municipal guidance, and/or CDC guidance including isolation/quarantine, enhanced medical support, etc. Outpatient services will be limited and provided through telephonic services only and physical/in-office visits will not be allowed.