

## **COVID-19 Frequently Asked Questions**

Little Flower values the health and safety of our staff and the individuals we serve. We are continually monitoring the evolving COVID-19 policies and protocols and what those changes mean for staff and our clients.

Below you will find answers to frequently asked questions as well as information regarding current policies and procedures.

### **General Information**

#### **What is Coronavirus, also known as COVID-19?**

The Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

#### **What are the major symptoms of COVID-19?**

COVID-19 affects different people in different ways. Symptoms can appear 2-14 days after exposure to the virus. The most common symptoms are fever, dry cough, and tiredness. Other symptoms may include aches and pains, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or loss of taste or smell. This is an evolving list; therefore, please check the CDC guidance and speak with your medical professional for updated information.

#### **How does COVID-19 spread and what precautions can be taken to stop the spread?**

COVID-19 spreads through person to person contact. Some people who do not have or show any symptoms may also be able to spread the disease.

To prevent the spread of COVID-19, wash your hands regularly with soap and water or use an alcohol-based hand sanitizer; avoid close contact with people who are sick and maintain 6 feet distance between yourself and those who do not live in your household; cover your mouth and nose with a mask; clean and disinfect frequently touched surfaces; and stay home if you are feeling unwell.

#### **What do employees and clients do if they are experiencing symptoms?**

If you are feeling unwell, please stay home. Employees will need to contact their supervisor.

### **COVID-19 Practices at Little Flower**

#### **What measures will be taken to ensure the safety of residential staff and clients that cannot maintain 6 ft. of distance between individuals?**

Little Flower operates residential services for children and adults with developmental disabilities. Employees working in these settings are required to wear masks at all times. Enhanced cleaning schedules have been implemented in each site. All employees, visitors, and vendors must go through a

health screening before coming on site. All residents have their temperature taken at least daily. If a resident is showing signs or symptoms of COVID-19 they will be seen by a medical professional and will be quarantined as per CDC guidelines.

**Will there be any changes to the floorplans/layouts of the offices?**

All office furniture has been rearranged to ensure 6 feet of social distancing can be accomplished.

**How will internal common spaces change?**

Little Flower has closed conference rooms and cafeterias. Little Flower has removed seating in kitchen areas to discourage congregation and has separated seating in waiting areas to abide by CDC guidelines. All common areas will have hand sanitizer available for use.

**What protocols are in place for visitors to Little Flower facilities and offices?**

We ask that all visitors please call the office before coming on site. Signs are posted on the entrance doors of Little Flower sites, indicating the visitors' expectations and the requirements needed to enter the buildings. Little Flower will conduct a health screening questionnaire with all visitors and vendors. If possible, this questionnaire will be conducted before the visitor is on site. Little Flower mandates that all visitors wear masks when on site. Little Flower has a supply of disposable masks to distribute to those visitors who do not arrive with masks.

**Are staff required to wear a face covering/mask in the residences and offices?**

All employees are required to wear a mask while in the residences and offices if they cannot abide by the 6 feet of social distancing.

**Will Little Flower provide face coverings to staff and visitors?**

Upon hire, Little Flower provides each of our employees with 2 face masks. Little Flower will provide a mask to all current employees upon request. We will also have disposable masks on hand in case an employee or visitor fails to bring a mask.

**What are the cleaning and sanitizing measures being taken?**

Enhanced cleaning schedules have been created for all residences and offices.

**In the case of an employee or client testing positive for COVID-19, how will Little Flower clean the contaminated areas?**

The contaminated area will be evacuated and treated professionally by a cleaning company certified in electrostatic sanitizing. The cleaning company will utilize the proper products identified as effective against COVID-19.

**In the case of an employee or client testing positive for COVID-19, how will Little Flower trace close contacts? How will you inform close contacts that they may have been exposed?**

All employees and visitors are recorded and logged when they arrive at any of our Little Flower sites. The responsible manager will inform HR of the individuals who may have been exposed to COVID-19.

The HR director will notify those employees by phone within 24 hours and follow up the conversation with a written letter that will be sent to the employee.

**What is the daily health and screening practice?**

A Health and Screening Questionnaire is administered to all employees prior to employees clocking in for their shifts. Employees are asked:

1. Are you currently working remotely or from a non-agency location?
2. Have you been in close or proximate contact in the past 14 days with someone who has tested positive for COVID-19 or has had symptoms of COVID-19?
3. Have you taken your temperature and is it currently below 100.4 degrees?
4. Have you tested COVID-19 positive in the past 14 days?
5. Have you experienced any symptoms of COVID-19 in the past 14 days (ie. fever, sore throat, loss of taste)?

**Are there any travel restrictions?**

Yes. Employees are to notify their supervisor if they will be traveling to a state on the travel advisory list (can be found on the intranet), or a state that gets put on the travel advisory list while they are in that state.

If an employee travels to a state on the travel advisory list, upon return, they are to get tested for COVID-19 or quarantine for 14 days. That employee will not be able to work at a Little Flower site or conduct in-person meetings until they provide a negative COVID-19 test to HR or have ended a 14-day quarantine and do not exhibit any COVID symptoms.

**Who should I contact with a COVID related concern?**

Please contact your Safety Manager, SEC member, or HR.