

**Pandemic Response Plan: COVID-19**

6/22/20

\*Primarily based directly from guidance by the Centers for Disease Control and Prevention (CDC)

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# Introduction

## Your Health Is Important To Us

With onset of the Coronavirus (COVID-19), we are proactively taking steps to ensure all of us stay healthy! Coronavirus disease 2019 (COVID-19) is a viral respiratory illness caused by a new coronavirus. Coronaviruses are a large family of viruses that are common in people and many different species of animals, including camels, cattle, cats, and bats. COVID-19 was first reported in Wuhan, Hubei Province, China in November 2019. Over the subsequent months, the illness spread to almost every country. COVID-19 was declared a pandemic by the WHO on March 11, 2020. The United States continues to see varying stages of transmission, and physician and infectious disease experts continue to work on understanding who is at highest risk, and exactly how the virus transmits. We do know that it carries through droplets, rather than dry air, which actually reduces the chance of contracting it by just being near someone who is infected. The vast majority will have only a mild illness and recover completely.

In developing this guidance, Copa Health intends to balance the safety and health of our staff with continuity of care for our participants. As we continue to navigate the challenges of COVID-19, it is important to be transparent so we can make informed decisions about our health and safety, as informed by recommendations from the Centers for Disease Control and Prevention (CDC). This guidance will serve as the mechanism for providing the most current information and direction of Copa Health’s response to the pandemic, will be updated as necessary, and will be accessible to all staff members on the shared drive **by following this link: (TBD once plan is finalized)**

# Pandemic Support Team

## Team Members and Functions

The key roles and responsibilities of the Pandemic Support Team include:

**Medical Team Leaders:** *Responsible for setting medical guidelines for staff and members. This group functions as the primary decision makers of the task force.*

Aspen St. John, Director of Nursing

Dr. Darwyn Chern, Chief Medical Officer

Dr. Shaun Dekutoski, Primary Care Medical Director

**Operations Leads:** *This role is responsible for implementing and mobilizing Copa Health’s COVID-19 response.*

Shar Najafi-Piper, Chief Executive Officer

Stacy Garner, Chief of Integrated Health Solutions

Holly Collins, Senior Executive VP of Housing and In-Home Supports

Janey Durham, Senior Executive VP of Employment and Day Services

Bobbie Erke, IHS Regional Director (East Valley)

Alycia Worst, IHS Regional Director (West Valley)

**Employee Relations Lead:** *Responsible for working with employees on working from home, return to work procedures, and managing, tracking, and reporting on all employee-related COVID-19 incidents.*

Rita Martinez, Chief HR Officer

**Risk Management Lead:** *Responsible for collecting, managing and reporting on all member-related COVID-19 incidents, and for monitoring data from AZDHS.*

Andrew Terech, VP of Corporate Compliance and Risk Management

# Virus Transmission Information/Facts

## What Is Coronavirus?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China

## How Does It Spread?

How easily a virus spreads from person-to-person can vary. Some viruses are highly contagious, like measles, while other viruses do not spread as easily. Another factor is whether the spread is sustained, which means it goes from person-to-person without stopping.

The virus that causes COVID-19 is spreading very easily and sustainably between people. Information from the ongoing COVID-19 pandemic suggest that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious.

The primary and most important mode of transmission for COVID-19 is through close contact from person-to-person. Based on data from lab studies on COVID-19 and what we know about similar respiratory diseases, it may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this isn’t thought to be the main way the virus spreads.

* 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. However, CDC guidelines indicate that asymptomatic transmission of the virus is very rare despite early concerns that asymptomatic people were contributing to the rapid spread of the virus.

## What are the Symptoms?

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe respiratory illness.

Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

* + Fever 99.6 or higher, 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

Complications may include secondary bacterial pneumonia, respiratory failure and can cause death.

**Can People Spread the Virus without Being Sick?**

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/asymptomatic. Although this can occur, it is very rare.

**How Long Does the Virus Survive on Surfaces?**

Current evidence suggests that novel coronavirus may remain viable for hours to days on surfaces made from a variety of materials. Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses.

# Preventive Actions

## 

## Wash Your Hands Often

* Wash your hands often with soap and water for at least 20 seconds (Sing “Happy

Birthday” to yourself twice) especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

* If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
* Avoid touching your eyes, nose, and mouth with unwashed hands
* [Handwashing Tips](https://www.cdc.gov/handwashing/)

## Avoid Close Contact

* Avoid close contact with people who are sick, even inside your home. If possible, maintain 6 feet between the person who is sick and other household members.
* Put distance between yourself and other people outside of your home.
  + Remember that some people without symptoms may be able to spread virus.
  + [Stay at least 6 feet (about 2 arms’ length) from other people](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html).
  + Do not gather in groups.
  + Stay out of crowded places and avoid mass gatherings.
  + Keeping distance from others is especially important for [people who are at higher risk of getting very sick](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html).

## Cloth Face Covers

* You could spread COVID-19 to others even if you do not feel sick.
* The cloth face cover is meant to protect other people in case you are infected.
* Everyone at a Copa Health facility should wear a cloth face covering while in areas of the building where other staff or participants are present (including transporting in vehicles), regardless of symptoms. This approach is consistent with a [recommendation to the general public](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html) advising them to wear a cloth face covering whenever they must leave their home.
  + Cloth face coverings should not be placed on young children under age 2.
* Participants, staff, and visitors should, ideally, be wearing their own cloth face covering upon arrival to the facility. If not, they should be offered a facemask or cloth face covering at the facility entrance, which should be worn while the person is in the facility.
* Staff may remove their cloth face covering when in their offices with the door closed and without others present, but should put them back on when leaving their office or when others enter the room.
* Continue to keep 6 feet between yourself and others. The cloth face cover is not a substitute for physical distancing.
* Cloth face covering resources;
  + How to wear cloth face coverings: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wear-cloth-face-coverings.html>
  + Washing cloth face coverings: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-wash-cloth-face-coverings.html>
  + How to make cloth face coverings: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-to-make-cloth-face-covering.html>

## Cover Coughs and Sneezes

* Remember to always cover your mouth and nose when you cough or sneeze. Studies have shown that sneezing or coughing into the inside of your elbow is the best way to prevent the spread of droplets, but the use of a tissue is also effective.
* Always throw used tissues in the trash.
* Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

## Clean and Disinfect

* Clean AND disinfect [frequently touched surfaces](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html) three times daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
* If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
* Then, use a household disinfectant. Most common [EPA-registered household disinfectants](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2) will work.

## Monitor Your Health

* Be alert for symptoms. Watch for fever, cough, shortness of breath, or [other symptoms](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) of COVID-19.
  + Especially important if you are [running essential errands](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/essential-goods-services.html), going into the office or workplace, and in settings where it may be difficult to keep a [physical distance of 6 feet](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html).
* Take your temperature if symptoms develop.
  + Don’t take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
* Follow care instructions from your healthcare provider and local health department. Your local health authorities may give instructions on checking your symptoms and reporting information.
* When to Seek Emergency Medical Attention
  + Look for emergency warning signs\* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately
  + Trouble breathing
  + Persistent pain or pressure in the chest
  + New confusion
  + Inability to wake or stay awake
  + Bluish lips or face
  + \*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.
  + Call 911 or call ahead to your local emergency facility: Notify the operator that you are seeking care for someone who has or may have COVID-19.

## Manage Visitor Access

* Limit visitors to the facility to only those essential for the participant’s physical or emotional well-being and care (e.g., care partners).
* Encourage use of alternative mechanisms for patient and visitor interactions such as Zoom or a telephonic visit.
* Limit points of entry to the facility and have a staff member posted at entry points to conduct a screening prior to allowing a person to enter.
* All visitors are screened for a fever and COVID-19 symptoms upon entry to the facility. If fever or COVID-19 symptoms are present, the visitor should not be allowed to enter.
* All visitors should be instructed to wear a facemask or cloth face covering at all times while in the facility

## Telehealth

* Only participants that have appointments that fall under the **Essential Appointments List** below should have in-person appointments at Copa Health facilities.
* Telehealth (phone or video) should be used in all other cases. See above attachments for guidelines and process.
* Telehealth Training Guides:

 

* Verbal Consent Guidelines and Phone Scripts

 

# Sanitation

## Cleaning and Disinfecting Common Work Area

* Before each group, please wipe down all common and high touch surface areas
* High touch surfaces include:
  + Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
* Any items used in groups should be cleaned with soap and water after each use, including, but not limited to, art supplies, pens, clipboards, brushes, etc.
* Clean surfaces using soap and water, then use disinfectant.
* Cleaning with soap and water reduces number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.
* Recommend use of [EPA-registered household disinfectant](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)  
  Follow the instructions on the label to ensure safe and effective use of the product.  
  Many products recommend:
* Keeping surface wet for a period of time (see product label).
* Precautions such as wearing gloves and making sure you have good ventilation during use of the product

## Disinfecting Personal Work Area

* Each morning, wipe down your work space, including doors, keyboards, and other commonly-touched areas

## Cleaning and Disinfection After Persons Suspected/Lab-confirmed to have COVID 19 Have Been in the Facility

* Close off areas visited by the ill persons. Staff and participants should avoid that area until the area can be cleaned/disinfected. Open outside doors and windows and use ventilating fans to increase air circulation in the area, if possible.
* Cleaning staff should clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment (like tablets, touch screens, keyboards) used by the ill persons, focusing especially on frequently touched surfaces.
* If it has been more than 7 days since the person with suspected/lab-confirmed COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary

# Symptom Screening



## Onsite Staff Protocol

* If you are feeling sick, please stay home and get well. Even if it’s just a cold, the more cautious we are about this, the less likely for potential spread. We ask that you wait to return to work until 72 hours without symptoms, including fever.
* All employees will self-screen every morning prior to leaving their homes. If you have a fever, any other COVID-19 symptoms, or are ill in any manner, **you must call your supervisor prior to coming into the office**. Copa Health will then take the following steps:
  + Your supervisor will discuss with you to determine if you are well enough to work from home. You will be asked to wait for a follow-up call from Human Resources.
  + Your supervisor will inform the Site Administrator (if applicable) or Program Leader (if not your supervisor).
  + The identified leader will inform Human Resources and Operations Leadership.
  + An HR representative will reach out to you and advise on self-quarantine and/or work-from-home standards.
  + Chief Human Resources Officer will bring identified cases to the COVID-19 Pandemic Support Team for further discussion if the case presents additional risk to Copa Health staff or participants, and for those cases that present with unique needs.
* All employees will undergo screening (temperature and symptom check) prior to entering a Copa Health facility even after completing a self-screening at home.
* Any employee with presenting symptoms will be asked to go home and get better:
  + Fever 95.6 or higher, 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
* We ask that you wait to return to work until 72 hours without symptoms, including fever, unless you test positive for COVID-19. If you test positive, follow the **Standard Staff Exposure Response** and **Return to Work** sections below.

## Onsite Participant Protocol



* All participants will be screened (temperature and symptom check) prior to starting services. Any participant presenting with COVID-19 symptoms will not be allowed into the facility or asked to wait in a designated area. We will assist the participant with getting his/her needs met, including transportation home or to a hospital (if needed). Lastly, provide the participant with Information Sheet on Isolation (see above attachment) Symptoms include:
  + Fever 95.6 or higher, 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
* We will offer telehealth (phone or video) options for each participant who cannot attend in-person services due to symptoms or reschedule when they no longer have symptoms.
* During reminder calls, participants will be asked if they have any symptoms. If they do, they will be offered telehealth options or reschedule them for two weeks later (See Info Sheet on Isolation above).
* If a participant has passed the symptom check but is refusing to have their temperature check, this should be handled on a case-by-case basis with the supervisor of the facility.

# Where to get tested?

* Testing sites vary based on availability and location. Use the following link to find a testing site near you or near where a member lives: <https://carbonhealth.com/coronavirus/covid-19-testing-centers/Arizona>
* ***(NOT ACTIVE/INDEVELOPMENT)*** Copa Health will also be offering testing at the East Valley and West Valley locations. These tests have limited availability and certain criteria must be met in order to provide testing to the member. See Copa Health COVID-19 Testing Protocol below for more information and guidance

# Safety Supply Inventory

## Inventory

* Each Copa Health location should have the following safety supplies required for cleaning and disinfection:
  + Disposable gloves
  + Hand Sanitizer- alcohol content 60% or higher
  + Disposable masks
  + Surface Disinfectant
  + Isolation Gowns
  + Eye Protection

## Inventory Monitoring

* Each location’s Lead Nurse will perform an inventory of these supplies every week, document quantities, and email Aspen St. John, Director of Nursing on Thursday or Friday of each week.

## Inventory Acquisition

* Aspen St. John or designee will order needed supplies from a list of approved vendors and have them delivered to the Gateway Campus.
* If supplies are not available, Aspen or designee will review the inventories from each location and pull from those locations that have a surplus (if applicable).
* Aspen or designee picks up supplies on Monday mornings, or as soon as available following the placement of the supply order, and delivers them to each campus as needed.

# Communication of suspected or lab-confirmed COVID exposure

## Staff

* Upon learning of potential exposure to person with expected or lab-confirmed COVID 19, staff should notify direct supervisor. Supervisors will report confirmed cases to Human Resources.
* This Pandemic Response Plan should be utilized for decision-making on how to proceed.
* Should this guidance be unclear or not address a unique situation, the case will be staffed with the COVID-19 Pandemic Support Team.

## Participants

* Copa Health’s QM Department is receiving daily reports from Health Current on all participants who are participating in the Health Information Exchange (HIE) who received a COVID-19 test.
* The QM Department tracks testing results. The QM Director or designee will alert the COVID-19 Pandemic Support Team if a participant tests positive.
  + Participant verbal reports of a positive test will be cross-referenced to HIE alerts (when possible), but all reports will be treated as confirmed cases unless HIE alerts indicate that the test was negative.
* Upon learning of confirmed or reported positive case of COVID-19, the COVID-19 Pandemic Support Team will conduct a review to determine when the participant last had contact with Copa Health staff members or the last time the participant was in a Copa Health facility. Based on these findings, additional steps will be taken to identify and alert staff members who may have been exposed to the participant.

## Leadership

* Leadership will notify sites/individuals of direct exposure to persons with suspected or lab-confirmed COVID 19, as soon as information can be verified that business day, while also following established guidance below in Exposure Response

# People Who Present Onsite with Symptomology

## Before Arrival

* When scheduling appointments, instruct participants to call ahead and discuss the need to reschedule their appointment if they develop fever or symptoms of COVID-19 on the day they are scheduled to be seen.
* Additionally, case managers will call participants at least 24 hours prior to an in-office appointment and screen them for COVID-19 symptoms. See guidelines for essential and non-essential appointments.

****

* Staff should self-monitor their symptoms and should stay home when they are ill.

## Upon Arrival

* All staff and participants will undergo a symptom screening when they present for on-site services, including temperature checks.
  + Screenings (including temperature checks) are mandatory for staff members.
  + Participants who decline screening will not be allowed to enter unless they are presenting at one of our Integrated Health Home Campuses (including Wickenburg and West Indian School) and meet the criteria in the Essential Appointments section. In these cases, Site Administrators and Medical Leadership on-site will determine the safest way to help the participant get the care that he/she needs on a case-by-case basis.
* Should a participant indicate that they have any of the identified symptoms covered during the screening, they will not be allowed into the facility or they will be asked to wait in a designated area. We will assist the participant with getting his/her needs met, including transportation home or to a hospital (if needed).
* We will offer telehealth (phone or video) options for each participant who cannot attend in-person services due to symptoms or reschedule when they no longer have symptoms.
* All participants should be encouraged to follow up with their Primary Care Physician and provided resources on where they can be tested. If Copa Health is the participant’s Primary Care Provider, we will offer them a telehealth (phone or video) appointment and provide them with resources on where they can be tested.

# Standard Participant Exposure Response (Suspected and Lab-Lab-confirmed)

## Definitions

* High risk exposure –
  + Close contact with a person with COVID-19 in the community (Living in the same household as a person with COVID-19; having direct physical contact with a person with COVID-19 (e.g., shaking hands) or with their infectious secretions (e.g., being coughed on or touching used tissues without gloves); being within 3 feet for 15 minutes or longer with a person with COVID-19 (e.g., meeting room, workspace, classroom, or traveling in a conveyance), per [WHO](https://www.who.int/publications-detail/global-surveillance-for-human-infection-with-novel-coronavirus-(2019-ncov)) ; OR
  + Providing direct patient care for a patient with COVID-19 (e.g., physical exam, nursing care, performing aerosol -generating procedures, specimen collection, radiologic testing) without using proper personal protective equipment (PPE) [2] or not performing appropriate hand hygiene after these interactions; OR
  + Having contact with the infectious secretions from a patient with COVID-19 or contaminated patient care environment, without using proper personal protective equipment (PPE) or not performing appropriate hand hygiene
  + Any participant who travels to one of the identified COVID-19 Hot Spots as defined below on the Travel Advisory Addendum. Up to date information on Hot Spots can also be found here: <https://www.cdc.gov/covid-data-tracker/index.html#cases>
* Low risk exposure –
  + Contact with a person with COVID-19 having not met criteria for high-risk exposure (e.g., brief interactions with people or other situations not specified)

## Participant exposed to person with suspected COVID-19 not lab-confirmed with testing

* Self-monitor for symptoms of COVID 19 for 14 days after last exposure
* If symptoms develop:
  + Restrict from on-site services and contact primary care professional to test for COVID 19
    - ***(NOT ACTIVE/IN DEVELOPMENT)*** If we are the Primary Care provider, follow Copa Health COVID-19 Testing Protocol
    - If we are not the Primary Care Provider, and the person is eligible for PCP services at Copa Health (i.e. they have T19 status), we can offer PCP enrollment.
    - If not eligible for PCP services with Copa or not interested in changing PCPs, provide the member with resources on how to receive testing or refer them to their PCP.

\*\*If test is positive, follow Return to Work/Return to Services below

\*\*If test if negative, monitor for 14 days after last exposure with no restrictions from work and follow Return to Work/Return to Services below

* If no symptoms develop:
  + No restriction from work and monitor symptoms for 14 days
* Anyone who develops fever or symptoms consistent with COVID-19 should immediately self-isolate and contact their PCP to arrange for medical evaluation and testing.

## Participant exposed to person with a lab-confirmed positive test for COVID-19

* **Participants with prolonged (15 minutes or more) close contact with the person with lab-confirmed COVID-19 within the last 14 days**
  + Advise participants to monitor themselves for fever or symptoms consistent with COVID-19 and provide them with resources on how to get tested.
  + If symptoms are present, contact primary care professional for testing and exclude from onsite services until results are received
    - If positive, follow Return to Work/Return to Services below
    - If negative, determine whether risk level was high or low based on above definitions
      * If exposure was high risk, symptom should be monitored and contact primary care professional, with on-site services restriction for 14 days since last exposure
      * If exposure was low risk, symptoms should be monitored for 14 days since last exposure and there are no restrictions from on-site services
  + Any participants who develop fever or symptoms consistent with COVID-19 should immediately isolate and contact their primary care professional to arrange for medical evaluation and testing
  + **If Copa is the primary Care Provider**
    - We can offer telehealth appointments with the member’s assigned PCP;
    - We can provide resources and information on how to get tested; or
    - (NOT ACTIVE/IN DEVELOPMENT) In certain instances we can provide testing in accordance with Copa Health COVID-19 Testing Protocol
* Any other participants at that location who did not have prolonged (15 minutes or more) close contact
  + No work restrictions
  + Follow all recommended infection prevention and control practices, including wearing a face covering for source control while at work, monitoring themselves for fever or symptoms consistent with COVID-19 and not reporting to work when ill, and undergoing active screening for fever or symptoms consistent with COVID-19 at the beginning of their shift.
  + Any staff who develop fever or symptoms consistent with COVID-19 should immediately self-isolate and contact their primary care professional to arrange for medical evaluation and testing.

# Standard Staff Exposure Response (Suspected and Lab-confirmed)

   

## Definitions

* *High risk exposure* –
  + Close contact with a person with COVID-19 in the community (Living in the same household as a person with COVID-19; having direct physical contact with a person with COVID-19 (e.g., shaking hands) or with their infectious secretions (e.g., being coughed on or touching used tissues without gloves); being within 3 feet for 15 minutes or longer with a person with COVID-19 (e.g., meeting room, workspace, classroom, or traveling in a conveyance), per [WHO](https://www.who.int/publications-detail/global-surveillance-for-human-infection-with-novel-coronavirus-(2019-ncov)) ; OR
  + Providing direct patient care for a patient with COVID-19 (e.g., physical exam, nursing care, performing aerosol -generating procedures, specimen collection, radiologic testing) without using proper personal protective equipment (PPE) [2] or not performing appropriate hand hygiene after these interactions; OR
  + Having contact with the infectious secretions from a patient with COVID-19 or contaminated patient care environment, without using proper personal protective equipment (PPE) or not performing appropriate hand hygiene
  + Any staff member who travels to one of the identified COVID-19 Hot Spots as defined below on the Travel Advisory Addendum. Up to date information on Hot Spots can also be found here: <https://www.cdc.gov/covid-data-tracker/index.html#cases>
    - Staff should inform their supervisor if they are, or planning to be, in contact with a person who traveled to a COVID-19 Hot Spot.
* *Low risk exposure* –
  + Contact with a person with COVID-19 having not met criteria for high-risk exposure (e.g., brief interactions with people or other situations not specified)
* *Isolation:* Isolation separates people with a contagious disease from people who are not sick in order to stop the spread of that illness.
* *Quarantine:* Quarantine is used to separate and restrict the movement of people who were exposed to a contagious disease to see if they become sick and to prevent the possible spread of that disease to others.
* *Close contact:* Personal contact within 6 feet for longer than 10 minutes.

## Staff exposed to person with suspected COVID-19 not lab-confirmed with testing

* Self-monitor for symptoms of COVID 19 for 14 days after last exposure and contact their primary care professional for further direction
* If symptoms develop:
  + Restrict from work and contact primary care professional to test for COVID 19
    - If test is positive, follow Return to Work below
    - If test if negative, monitor for 14 days after last exposure with no restrictions from work and follow Return to Work below.
* If no symptoms develop:
  + No restriction from work and monitor symptoms for 14 days

## Staff exposed to person with a lab-confirmed positive test for COVID-19

* Information concerning test results shall be treated with the confidentiality that it deserves. The identity of staff and member shall only be known to the COVID-19 Pandemic Support Team.

If needed, reports shall be de-identified to reduce the stress to the infected individual.

* An investigation shall be done by the involved Copa Health building identifying the following minimum information connected with the case:
  + Date of last contact of individual with the potential source of infection
  + Location where the transmission might have happened.
  + Identify individuals who had close contact with the potentially infected person, facilities where the person has been, and activities the person was involved during the potentially infective period (Form 1 above)
  + Screen for signs and symptoms to decide on disposition at that point in time [hospital vs home] (Form 2 above)
  + Provide a printed instruction on the process and value of self-quarantine in the containment of the infection (Form 3 above)
  + Evaluate the logistics needed by the individual to make self-quarantine possible and successful including assessment of support systems, pet care, and possible use of Employee Assistance Program services if the affected individual is an employee (Form 4)
  + Notify Human Resources
  + Have the staff or member isolate immediately upon notification of a positive test or exposure and until further notice pending case review.
  + A daily conference call by the COVID-19 Pandemic Support Team will convene to assess any cases and provide direction on the need for and duration of self-quarantine or other any other steps to be taken as a result of the exposure. A de-identified outcome of the review will be provided to the leadership of the appropriate Copa Health Program following the conclusion of any Review Committee session.
  + Furnish a copy of all files to Human Resources Department, which will provide guidance and oversight in the conduct of the investigations.
* Staff with prolonged (15 minutes or more) close contact with the person with lab-confirmed COVID-19 within the last 14 days
  + Advise staff to monitor themselves for fever or symptoms consistent with COVID-19
  + If symptoms are present, contact primary care professional for testing and exclude from onsite work until results are received
    - If positive, follow Return to Work below
    - If negative, determine whether risk level was high or low based on above definitions
      * If exposure was high risk, symptom should be monitored and contact primary care professional, with on-site work restriction for 14 days since last exposure
      * If exposure was low risk, symptoms should be monitored for 14 days since last exposure and there are no restrictions from on-site work
  + Any staff who develop fever or symptoms consistent with COVID-19 should immediately isolate and contact their primary care professional to arrange for medical evaluation and testing
* Any other staff at that location who did not have prolonged (15 minutes or more) close contact
  + No work restrictions
  + Follow all recommended infection prevention and control practices, including wearing a face covering for source control while at work, monitoring themselves for fever or symptoms consistent with COVID-19 and not reporting to work when ill, and undergoing active screening for fever or symptoms consistent with COVID-19 at the beginning of their shift.
  + Any staff who develop fever or symptoms consistent with COVID-19 should immediately self-isolate and contact their primary care professional to arrange for medical evaluation and testing.

# Return to Work/Return to Services Strategy

## Symptomatic Staff/Participants with suspected or laboratory-confirmed COVID-19

* *Symptom-based strategy*. Exclude from work until:
  + At least 3 days (72 hours) have passed *since recovery* defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
  + At least 7 days have passed *since symptoms first appeared*
* *Test-based strategy.* Exclude from work until:
  + Resolution of fever without the use of fever-reducing medications and
  + Improvement in respiratory symptoms (e.g., cough, shortness of breath), and
  + Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected ≥24 hours apart (total of two negative specimens)

**\*\*Copa Health is currently following the Symptom-based strategy. However, the Test-based strategy is also acceptable\*\***

## Asymptomatic Staff/Participants with high risk exposure to person with laboratory-confirmed COVID-19 or for staff who have traveled to a COVID-19 Hot Spot

* *High-risk Exposure Time-based Strategy*. Exclude from work until:
  + 14 days have passed with exclusion from on-site work/services since the date of the high-risk exposure to the person with lab-confirmed COVID-19 diagnostic test, assuming they have not subsequently developed symptoms since that exposure. If they develop symptoms, then the symptom-based or test-based strategy should be used.

## Asymptomatic Staff/Participants who have laboratory-confirmed COVID-19 (Either strategy is acceptable depending on local circumstances):

* *Time-based strategy.* Exclude from work until:
  + 7 days have passed since the date of their first positive COVID-19 diagnostic test, assuming they have not subsequently developed symptoms since their positive test. If they develop symptoms, then the *symptom-based* or *test-based strategy* should be used.
* *Test-based strategy*. Exclude from work until:
  + Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected ≥24 hours apart (total of two negative specimens). Note, because of the absence of symptoms, it is not possible to gauge where these individual are in the course of their illness. There have been reports of prolonged detection of RNA without direct correlation to viral culture.
* **\*\*Copa Health is currently following the Symptom-based strategy. However, the Test-based strategy is also acceptable\*\***

# Process for Unique Determination

## What to do if a situation does not appear to be addressed by this guidance?

* Please reach out to your supervisor, HR, or any member of the Leadership Team
* The Pandemic Support Team will make the necessary determination and respond, no longer than 90 minutes from notification
* New or additional determinations will be added to this response guidance document

# Essential Appointments List

* Crisis/triage
* Hospital Discharge
* Jail Release
* Intakes
* Transfers
* All RN appointments
* Lab appointments
* **Only at the discretion of the BHMP:**In-person COT appointments

# Cope with Stress and Build Resilience

## Recognize Stress

Providing care to others during the COVID-19 pandemic can lead to stress, anxiety, fear, and other strong emotions. How you cope with these emotions can affect your well-being, the care you give to others while doing your job, and the well-being of the people you care about outside of work. During this pandemic, it is critical that you recognize what stress looks like, take steps to build your resilience and cope with stress, and know where to go if you need help.

Recognize the symptoms of stress you may be experiencing.

• Feeling irritation, anger, or denial

• Feeling uncertain, nervous, or anxious

• Feeling helpless or powerless

• Lacking motivation

• Feeling tired, overwhelmed, or burned out

• Feeling sad or depressed

• Having trouble sleeping

• Having trouble concentrating

## Know about stress-related disorders, compassion fatigue, and burnout

**Tips to cope and enhance your resilience.**

* Communicate with your coworkers, supervisors, and employees about job stress.
  + Talk openly about how the pandemic is affecting your work.
  + Identify factors that cause stress and work together to identify solutions.
  + Access mental health resources in your workplace.
* Remind yourself that everyone is in an unusual situation with limited resources.
* Identify and accept those things that you do not have control over.
* Recognize that you are performing a crucial role in fighting this pandemic and that you are doing the best you can with the resources available.
* Increase your sense of control by keeping a consistent daily routine when possible — ideally one that is similar to your schedule before the pandemic.
* Try to get adequate [sleep](https://www.cdc.gov/niosh/docs/2015-115/default.html).
  + Make time to eat healthy meals.
  + Take breaks during your shift to rest, stretch, or check in with supportive colleagues, coworkers, friends and family.
* When away from work, get exercise when you can. Spend time outdoors either being physically activity or relaxing. Do things you enjoy during non-work hours.
* Take breaks from watching, reading, or listening to news stories, including physical media. Hearing about the pandemic repeatedly can be upsetting and mentally exhausting, especially since you work with people directly affected by the virus.
* If you feel you may be misusing alcohol or other drugs (including prescriptions), ask for help.
* Engage in [mindfulness techniques](https://positivepsychology.com/mindfulness-exercises-techniques-activities/), such as breathing exercises and meditation.
* If you are being treated for a mental health condition, continue with your treatment and talk to your provider if you experience new or worsening symptoms.

**Know where to go if you need help.**

You may utilize your Employee Assistance Program Benefit (EAP):



If you’re concerned that you or someone in your household may harm themselves or someone else:

* [National Suicide Prevention Lifeline](http://www.suicidepreventionlifeline.org/)
  + Toll-free number 1-800-273-TALK (1-800-273-8255)
  + The [online Lifeline Crisis Chat](http://www.suicidepreventionlifeline.org/GetHelp/LifelineChat.aspx) is free and confidential. You’ll be connected to a skilled, trained counselor in your area.
* [National Domestic Violence Hotline](https://www.thehotline.org/)
  + Call 1-800-799-7233 and TTY 1-800-787-3224

If you feel overwhelmed with emotions like sadness, depression, or anxiety:

* [Disaster Distress Helpline](https://www.samhsa.gov/disaster-preparedness)
  + Call 1-800-985-5990 or text TalkWithUs to 66746

If you need to find treatment or mental health providers in your area:

* [Substance Abuse and Mental Health Services Administration (SAMHSA) Find Treatment](https://www.samhsa.gov/find-treatment)

# Travel Advisory Addendum

**LAST UPDATED: June 23, 2020**



The COVID pandemic has taught all of us that planning is critical to ensure the safety and well-being of our staff and the members we serve. If you are thinking about traveling please follow all CDC health and safety measures. At Copa Health we will continue to honor the temporary traveling measures issued by the CDC.

The CDC issues travel notices based on an assessment of the potential risks associated with traveling to a particular region. If you plan to travel to any of the 10 regions in the U.S. listed below, please be aware that upon your return you will be required to self-quarantine for 14 days. When traveling to other U.S. regions, and upon your return, Copa Health will ask that you remain at home for 72 hours symptom-free. If you are an approved “work from home” employee, and upon your return, you may continue to work from home during the 14-day quarantine as well as the time you spend during the 72-hour symptom-free time frame. During these times you will be expected to use your PTO and you may exercise the negative 32 hour PTO threshold benefit. Please work with your supervisor as you will be expected to communicate the use of time off as well as return to work protocols with your supervisor.

*Global:*

* **9,157,320** confirmed cases (+ 150,563)
* **473,849** deaths (+ 4,727)

*Domestic:*

* **2,328,562** confirmed cases (+ 37,209)
* **120,913** deaths (+ 807)

*U.S. States with Highest Number of Cases:*

1. New York – **389,085** (+ 597)
2. California – **184,952** (+ 6,431)
3. New Jersey – **169,675** (+ 533)
4. Illinois – **137,224** (+ 462)
5. Texas – **118,093** (+ 4,877)
6. Massachusetts – **107,210** (+ 149)
7. Florida – **103,503** (+ 3,286)
8. Pennsylvania – **87,208** (+ 907)
9. Michigan – **68,197** (+ 486)
10. Georgia – **65,928** (+ 1,227)

**Travel Alerts**

The CDC issues travel notices based on an assessment of the potential risks associated with traveling to a particular region.  The current travel notices are as follows:

*Global:*

* Level 3 Travel Health Notice: *Widespread sustained (ongoing) transmission and restrictions on entry to the United States*
  + CDC recommends that travelers avoid all nonessential travel to the following destinations. Most foreign nationals who have been in one of these countries during the previous 14 days will not be allowed to enter the U.S.:
    - China
    - Iran
    - Most European countries
    - United Kingdom
    - Ireland
    - Brazil
* Level 3 Travel Health Notice: *Widespread ongoing transmission without restrictions on entry to the United States*
  + The CDC now recommends that travelers avoid all nonessential travel to ALL global destinations.  The global pandemic notice can be viewed [here](https://urldefense.com/v3/__https:/wwwnc.cdc.gov/travel/notices/warning/coronavirus-global__;!!DUT_TFPxUQ!To6EgEUdaJGl5yI3QFeKV9bo_U_G3YNQ8NRb7UyGM8ZECXPj8aP06hZTe-E01zw1fkSMfkQ$).

**FDA Advises Consumers Not to Use Certain Hand Sanitizer Products that May Contain Methanol**

On June 19, the FDA advised consumers not to use any hand sanitizer manufactured by Eskbiochem due to the potential presence of methanol (wood alcohol), a substance that can be toxic when absorbed through the skin or ingested.  The FDA has identified nine products manufactured by Eskbiochem as possibly including methanol.  The advisory alert may be found at [https://www.fda.gov/drugs/drug-safety-and-availability/fda-advises-consumers-not-use-hand-sanitizer-products-manufactured-eskbiochem](https://urldefense.com/v3/__https:/www.fda.gov/drugs/drug-safety-and-availability/fda-advises-consumers-not-use-hand-sanitizer-products-manufactured-eskbiochem__;!!DUT_TFPxUQ!To6EgEUdaJGl5yI3QFeKV9bo_U_G3YNQ8NRb7UyGM8ZECXPj8aP06hZTe-E01zw1kltPHr8$).  The FDA also encourages health care professionals to report adverse events experienced with hand sanitizers to the FDA’s MedWatch Adverse Event Reporting program.  A link to the report is contained in the advisory alert.

## Openings by State

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **STATE** | **STAY-AT-HOME** | **REOPENED** | **STATE** | **STAY-AT-HOME** | **REOPENED** |
| **Alabama** | Expired April 30 | * Beaches, gyms * Retail stores * Restaurants, bars and breweries * Salons * Entertainment venues | **Montana** | Expired April 26 | * Gyms * Houses of worship * Retail stores * Restaurants, bars, breweries, distilleries * Salons, barbershops, massage parlors * Museums, movie theaters, concert venues, bowling alleys |
| **Alaska** | Expired April 24 | * Gyms, pools * Restaurants, bars * Retail stores * Hair salons, nail salons, barbershops * Libraries, theaters, bowling alleys, museums | **Nebraska** | Did not issue stay-at-home order | * Pools, gyms * Houses of worship * Salons, barbershops, tattoo parlors * Restaurants, bars * Zoos, movie theaters, libraries, venues |
| **Arizona** | Expired May 15 | * Pools, gyms * Restaurants * Retail stores * Barbershops, salons, spas * Casinos | **Nevada** | Expired May 9 | * Golf courses, pickleball and tennis courts, state parks, gyms, pools * Retail stores, malls * Restaurants, bars * Barbershops, hair salons, nail salons, cosmetology and skin services, massage therapy, tattoo and piercing shops * Houses of worship * Museums, art galleries, zoos, aquariums, movie theaters, bowling alleys, outdoor attractions, gaming, waterparks |
| **Arkansas** | Did not issue stay-at-home order | * Campgrounds, gyms, pools * Restaurants, bars * Hair salons, barbershops, nail salons * Theaters, stadiums, museums, bowling alleys, casinos, large venues | **New Hampshire** | Expired May 31 | * Golf courses, outdoor attractions, beaches, personal and small group fitness training, gyms, pools * Retail stores * Restaurants for outdoor dining, restaurants for indoor dining in some areas * Barbershops, hair salons, nail salons, tanning salons, tattoo shops, acupuncturists, massage therapists * Houses of worship * Libraries, museums, art galleries, bowling alleys, entertainment centers |
| **California** | Regional reopening by county | * Gyms in some counties * Houses of worship * Manufacturing, warehouses, offices, movie, tv and music production * Retail stores * Restaurants in some counties, bars in some counties * Pet groomers, hair salons and barbershops in some counties * Casinos in some counties, museums, galleries, zoos, aquariums in some counties, bowling alleys, arcades, and mini golf in some counties | **New Jersey** | Expired June 9 | * Golf courses, beaches, outdoor recreational businesses, campgrounds, pools * Construction * Retail stores * Outdoor dining at restaurants * Libraries for curbside pickup * Hair salons, barbershops, nail salons, tattoo parlors, spas, massage therapy, tanning salons |
| **Colorado** | Expired April 26 | * Campgrounds, pools, playgrounds, gyms * Offices, manufacturing * Restaurants * Retail stores * Salons and personal services * Museums, indoor and outdoor events, fairs, rodeos, concerts | **New Mexico** | Expired May 31 | * State parks, golf courses, boating, gyms, pools * Houses of worship * Offices at 25% capacity * Retail stores at 25% capacity, malls * Restaurants, breweries * Pet grooming and boarding, vet services, hair salons, nail salons, barbershops, tattoo parlors, massage parlors, nail salons |
| **Connecticut** | Expired May 20 | * Beaches, gyms * Offices * Retail stores, malls * Restaurants * Hair salons, barbershops, nail salons, tattoo parlors, spas * Museums, zoos, casinos, movie theaters, libraries, amusement parks, bowling alleys | **New York** | Expired May 28 | * Beaches, fishing, hunting, public pools, playgrounds * Construction, manufacturing, offices in some regions * Retail stores, low risk businesses * Hair salons, barbershops; nail salons, tattoo parlors, and massage parlorsin some regions * Outdoor dining in some regions, indoor dining in some regions |
| **Delaware** | Expired May 31 | * Beaches, pools, gyms * Farmers markets, restaurants, bars, breweries * Retail stores, malls * Hair salons, barbershops, tanning salons, nail salons, tattoo parlors, massage therapy * Museums, libraries, galleries, live performances, casinos | **North Carolina** | Expired May 22 | * Pools * Retails stores * Restaurants * Salons, barbershops, tattoo parlors |
| **DC** | Expired May 29 | * Dog parks, golf courses, tennis courts, parks, gyms * Retail stores * Restaurants * Barbershops, hair salons, nail salons, waxing salons, spas * Museums, libraries | **North Dakota** | Did not issue stay-at-home order | * Gyms, sports venues * Restaurants, bars * Salons, tattoo parlors, massage therapy * Movie theaters, music and entertainment venues |
| **Florida** | Expired May 4 | * Beaches, trails, gyms * Houses of worship * Restaurants, bars in most counties * Retail stores * Tattoo parlors, massage therapy, tanning salons, acupuncture in most counties * Sporting venues without spectators, movie theaters, concert halls, bowling alleys in most counties | **Ohio** | Expired May 29 | * Campgrounds, gyms, pools, sports leagues, playgrounds, country clubs * Manufacturing, distribution, construction, offices * Restaurants, bars * Retail stores * Salons, barbershops * Bowling alleys, miniature golf, batting cages, skating rinks, aquariums, zoos, movie theaters, museums, art galleries, casinos, racinos, amusement parks, waterparks |
| **Georgia** | Expired April 30 | * Gyms * Hair salons, barbershops * Restaurants * Bowling alleys, theaters, private social clubs, bars, nightclubs | **Oklahoma** | Did not issue-stay-at-home order | * State parks, gyms * Houses of worship * Offices * Restaurants, bars * Salons, barbershops, spas, pet groomers, tattoo parlors * Movie theaters, sports venues, museums, nightclubs, **zoos** |
| **Hawaii** | Expired May 31 | * Beaches, piers, docks, state parks, pools in some areas, waterparks in some areas, gyms, campgrounds in some areas * Construction in some areas, offices in some areas * Houses of worship * Retail stores * Pet groomers, salons and barbershops, nail salons in some areas, tattoo parlors in some areas * Restaurants | **Oregon** | Partial reopening began May 15 | * Some state parks, outdoor recreation facilities, gyms, pools in most counties * Retail stores * Restaurant dining in some counties * Salons, barbershops * Offices in most counties * Movie theaters, bowling alleys in most counties |
| **Idaho** | Expired April 30 | * Gyms,pools * Houses of worship * Hair salons * Restaurants, bars * Movie theaters, nightclubs, large venues, waterparks | **Pennsylvania** | Expired June 4 | * Golf courses, marinas, guided fishing trips, privately owned campgrounds, gyms in some counties, beaches, outdoor sports, state parks, public pools * Retail stores, malls in most counties * Outdoor dining at restaurants and bars in some counties, indoor dining at restaurants and bars in some counties * Hair salons, barbershops, spas in most counties * Casinos, theaters |
| **Illinois** | Expired May 29 | * State parks, limited fishing, boating, golf courses, gyms * Retail stores * Pet grooming, hair salons, barbershops, nail salons, waxing centers, tattoo parlors, spas * Restaurants for outdoor dining * Manufacturing, offices | **Rhode Island** | Expired May 8 | * State parks, beaches, gyms * Offices * Retail stores, malls * Restaurants * Hair salons, barbershops, massage parlors, tattoo shops, nail salons * Houses of worship * Casinos |
| **Indiana** | Expired May 4 | * Gyms, pools, tennis and basketball courts, campgrounds * House of worship * Manufacturing, offices * Restaurants, bars * Retails stores * Spas, salons, barbershops, tattoo parlors * Libraries, museums, movie theaters, zoos, aquariums, large venues, bowling alleys, amusement parks, waterparks, nightclubs | **South Carolina** | Expired May 4 | * Beaches, piers, docks, gyms, pools * Retail stores * Restaurants * Salons, barbershops, tattoo parlors |
| **Iowa** | Did not issue stay-at-home order | * Campgrounds, gyms, pools, playgrounds, skating rinks, skate parks * Houses of worship * Medical spas, tanning salons, salons, barbershops, tattoo parlors * Restaurants, bars * Retail stores, malls * Libraries, movie theaters, museums, zoos, aquariums, casinos, outdoor venues, bowling alleys, amusement parks | **South Dakota** | Did not issue stay-at-home order | * Governor issued  a “back to normal” with guidelines for businesses to reopen if the surrounding area had seen a downward trend in cases for 14 days. |
| **Kansas** | Expired May 3 | * Gyms, community centers, sports facilities, pools * Houses of worship * Offices * Retail stores * Restaurants, bars * Salons, barbershops, tattoo parlors * Theaters, museums, bowling alleys, nightclubs | **Tennessee** | Expired April 30 | * State parks, gyms in most counties * Retail stores in most counties * Restaurants in most counties * Salons and barbershops in most counties * Theaters, museums, amusement parks |
| **Kentucky** | Partial reopening began May 20 | * Houses of worship * Manufacturing, construction, offices * Pet grooming and boarding, salons, barbershops, tattoo parlors * Retail stores * Restaurants, distilleries * Gyms, aquatic centers, campgrounds * Movie theaters, bowling alleys, museums, aquariums, libraries, outdoor attractions | **Texas** | April 30 | * State parks, pools, gyms, natural caverns * Offices, manufacturing * Retail stores, malls * Restaurants, bars * Salons, barbershops, massage and personal care * Movie theaters, museums, libraries, bowling alleys, bingo halls, skating rinks, rodeos, aquariums, zoos, waterparks, amusement parks, carnivals |
| **Louisiana** | Expired May 15 | * Gyms, state parks, pools * Houses of worship * Malls * Restaurants, bars * Salons, barbershops, spas, tattoo parlors * Movie theaters, some museums, some zoos and aquariums, casinos, event centers, bowling alleys, skating rinks | **Utah** | Did not issue -stay-at-home order | * Gyms, pools * Restaurants * Salons, personal care business * Houses of worship |
| **Maine** | Expired May 31 | * State parks, boating, golf courses, remote campgrounds, private campgrounds, hunting, fishing, RV parks, gyms * Retail stores * Restaurants, bars for outdoor service * Hair salons, barbershops, pet groomers, nail salons, tattoo parlors * Houses of worship | **Vermont** | Expired May 15 | * State parks, golf courses, trails, campgrounds, gyms, fitness centers * Manufacturing, construction, distribution * Retail Stores * Restaurants * Hair salons, barbershops, nail salons, spas, tattoo parlors * Museums, theaters, libraries |
| **Maryland** | Expired May 15 | * Golf courses, outdoor shooting ranges, marinas, campgrounds, beaches, outdoor pools, day camps, outdoor amusements, gyms * Houses of worship * Manufacturing, construction, offices * Retail stores, malls * Hair salons, barbershops, nail salons, massage parlors, tanning salons, tattoo parlors * Restaurants, outdoor service at breweries, wineries, and distilleries * Casinos | **Virginia** | Partial reopening began on May 9 | * Campgrounds, beaches, gyms, pools * Houses of worship * Restaurants, bars * Retail stores * Salons, barbershops * Museums, zoos, aquariums, outdoor concerts |
| **Massachusetts** | Expired May 18 | * Golf courses, beaches, parks, fishing, hunting, boating * Houses of worship * Construction, manufacturing, offices, hotels, lodging * Restaurants * Retail stores * Hair salons, barbershops, pet grooming, nail salons, massage parlors, tanning salons | **Washington** | Partial reopening began May 11 | * State parks, fishing, hunting, golf courses, gyms in some counties * Drive-in religious services, religious services in some counties * Construction * Retails stores for curbside pickup, in-store retail in some counties * Restaurants in some counties * Hair salons, barbershops, tattoo parlors, and pet grooming in some counties * Casinos |
| **Michigan** | Expired June 1 | * Golf courses, marinas, pools, gyms in some areas * Construction, real estate, manufacturing, offices * Retail stores * Restaurants, bars * Pet groomers, veterinary services * Hair salons, barbershops, nail salons, tattoo parlors * Arcades, bowling alleys, theaters, nightclubs, and convention centersin some areas | **West Virginia** | Expired May 3 | * Gyms, recreation centers, state parks, campgrounds, pools * Retail stores, malls * Restaurants, bars * Salons, barbershops, pet groomers, tanning salons, massage parlors, spas * Bowling alleys, pool halls, roller rinks, museums, zoos, casinos, **movie theaters** |
| **Minnesota** | Expired May 17 | * Houses of worship * Manufacturing, offices * Retails stores, malls * Restaurants, bars * Salons, barbershops, tattoo parlors * Campgrounds, gyms * Theaters, concert halls, bowling alleys, arcades, museums | **Wisconsin** | Order struck down by the state Supreme Court on May 13 | * Golf courses, state parks * Retail stores * Pet groomers for curbside drop off * Houses of worship * **Hair salons, barbershops, spas** |
| **Mississippi** | Expired April 27 | * State parks, gyms * Retail stores * Salons, barbershops, tattoo parlors * Restaurants, bars * Casinos, movie theaters, libraries, museums | **Wyoming** | Did not issue stay-at-home order | * Gyms, state parks * Restaurants * Hair salons, barbershops, tattoo parlors, massage therapy * Movie theaters, entertainment venues |
| **Missouri** | Expired May 3 | * Gyms, campgrounds * Restaurants * Retail stores * Salons, barbershops, tattoo parlors * Movie theaters, music venues, **casinos** |  | | |

# COVID-19 Reopen Protocols FAQ Sheet

**LAST UPDATED: June 16, 2020**

Q: **If the cases of COVID-19 in Arizona continue to spike, will the previous plan/protocol be put back in place for housing members (staying home/no day programming)?**

A: We will continue to follow CDC guidelines related to communal living programs.

Q: **Does required PPE (specifically for routine home visits, transportation) include mask, gown and gloves?**

A: Only masks at this point, but six feet of physical distancing needs to be maintained.

Q: **If a member declines a home visit, can they be invited for a face-to-face visit as long as they screen negative?**

A: Yes, and as long as all CDC guidelines are followed related to six feet of physical distancing, and requesting that members wear masks when onsite.

Q: **What are the plans to have face-to-face counseling visits resume for those members that want them?**

A: Same as home visits: Negative health screens, follow all CDC guidelines related to physical distancing, wearing masks, and having staff comfortable with providing them.

Q: **What are the requirements/expectations for staff when traveling outside of Arizona?**

A: Refer to Rita’s notification regarding travel dated 6/9/20.

Q: **What are the requirements /expectations for staff regarding social gatherings outside of work?**

A: Follow all CDC guidelines of no more than 10 for gatherings.

Q: **If a member travels outside of Arizona, and/or to one of the 10 COVID hotspots will they have to quarantine before they are allowed to attend essential appointments?**

A: No, they do not have to quarantine before coming to the campus. As long as members screen negative and are asymptomatic they can attend their essential appointments.

Q: **Why do staff have to quarantine after travel outside of Arizona or to one of the 10 hotspots, but members don’t have to before coming back to the campus?**

A: We cannot deny services to those who pass our COVID-19 screening protocols on campus.

We can offer members education about the risks of traveling to one of the 10 hotspots, but we can’t control or impose limitations on what members do in their private life.

# cid:image001.png@01D601CF.4D2B9C10**Process Charts**

Although there are no restrictions to return to work, all on-site protocols established in this plan must be followed by all staff when working in a Copa Health facility (i.e. Social Distancing, wearing a mask, etc.).





