



**New Horizons**  
Rehabilitation Services, Inc.

NEW HORIZONS REHABILITATION SERVICES,  
INC  
SAFE WORK GUIDELINE PLAYBOOK  
A guide for COVID-19 Pandemic  
Preparedness and Response

- TO ALL READERS
- The information contained in the Safe Work Guideline represents New Horizons practices regarding the recommended operation of its facilities, during this time of COVID-19 pandemic.
- The health and safety of Staff, Hourly, Persons Served, Visitors and Contractors is our number one priority.
- Version 2.0 June 24, 2020

# DISCLAIMER

- Please note that this is a “living” document that may be updated at any time by New Horizons Rehabilitation Services, Inc given the fluidity of this situation.
- New Horizons Rehabilitation Services, Inc. bears no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practices or procedures contained in the New Horizons Rehabilitation Services Safe Work Guideline
- Questions can be emailed to  
[COVID19@newhorizonsrehab.org](mailto:COVID19@newhorizonsrehab.org)

# NEW HORIZONS REHABILITATION SERVICES, INC.

## Our Mission Statement

Investing in our communities by providing employment opportunities for individuals facing barriers to employment.



## Our Values

- We believe in the worth of all individuals.
- We believe that the people we serve are our most important customers.
- We believe in the dedication to individual growth, employment, and self-sufficiency.
- We believe in managing public and private funds efficiently and responsibly.
- We believe our staff is professional, committed, and caring.
- We believe in quality service; as measured by outcomes, is paramount.

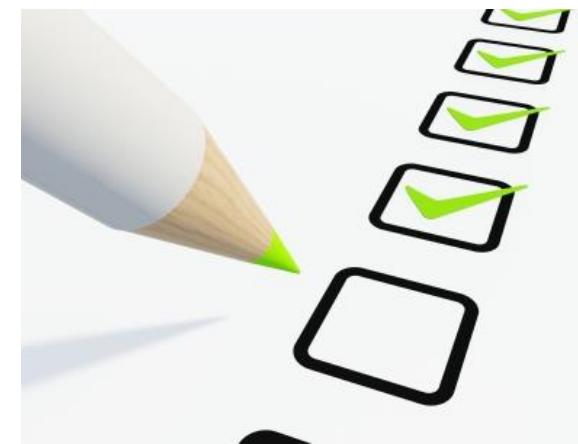




- New Horizons Rehabilitation Services, Inc is deeply focused on keeping our staff, hourly, persons served, suppliers, and visitors safe while in our facilities and out in the community.
- As we continue to navigate this new normal, we have tapped into several resources, to develop a Safe Work Playbook.
- While it is not a one-size-fits-all approach, the Safe Work Playbook include practical recommendations, based on guidelines from the Center for Disease Control and Prevention, WHO, MIDHHS, that could be tailored to address various scenarios that we may face when returning to work.
- This has been a difficult time for everyone and reestablishing a workplace where everyone feels comfortable performing their jobs safely is a multi-faceted challenge.
- This Playbook covers a wide range of topics, including:
  - Step-by-step guides for setting up a pandemic response team
  - Cleaning and disinfection procedures
  - Staggering drop off and pick up times, breaks and other distancing strategies.
  - On-site health screening
  - Protocols for isolating anyone who becomes ill at work
  - Training will be provided (virtual or in-person) for all employees to be able to provide screening

# OPERATING PROTOCOLS

- Site Entry Procedures:
  - Prior to Arrival
  - Upon Arrival
  - Wash hands immediately after screening
- Pandemic Response Team
- Preventative Materials Inventory
- Personal Protection Equipment
- Disinfection Measures
- Deep-Cleaning and Disinfection Protocol
- Staff make sure all Persons Served are adhering to the protocols
- If you are sick – STAY HOME & call your doctor
- Isolation Protocol & Coordinator Training
- Social (physical) Distancing Protocol
- On-Site Health Screening
- Daily Self-Screening Protocol
- Quarantining and Return to Work Protocol
- Visitors and Contactors Screening
- Labor Alignment
- Audit checklist
- Transportation



## **SITE ENTRY PROCESS**

We have implemented procedures to help keep people safe when they arrive, while they are working, and as they leave the facility. During high-traffic times, additional staffing may be required to efficiently move people through the process.

### **1. PEOPLE FLOW**

- All staff and persons served will be allowed entry into the building through 1 designated marked door.
- Ensuring physical distancing, a COVID-19 questionnaire using ClearPass app. This will allow for the screening questions to be answered from a smartphone or tablet prior to arrival.

### **2. TEMPERATURE SCREENING**

- Preventing people with high surface temperatures from exposing others to the potential infection

### **3. FACE COVERS**

- Wearing a face cover is required to prevent the spread of infection
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf>

### **4. NON-EMPLOYEE ACCESS**

- Regulating access of visitors and guests. At this time no visitors or guests will be allowed into the New Horizons



# SITE ENTRY PROCESS CONTINUED Upon Arrival

At each entrance, all persons will be required to comply with the following protective measures:

- Maintain a physical distance of six feet from other people.
- Sanitize hands
- Wear a face covering
- Have temperature screened

## Temperature screening Directions

- Remove hats or glasses
- Stand in front of the screening device
- Screening will occur at the optimum distance to maximize the safety of the entrant and the screener
- Temperature is taken in 2-5 seconds

## If Passed

- Wash hands before clocking in or going to your work area



- 34.0 C to 37.3 C = 93.2 F to 99.14 F – LCD screen will be Green and pass
- 37.4 C to 37.9 C = 99.32 F to 100.22 F – LCD is Yellow and still allowed under CDC Guidelines
- 38.0 C to 42.9C = 100.4 F to 109.22 F – LCD is RED, they are not to enter the building or be allowed to stay.



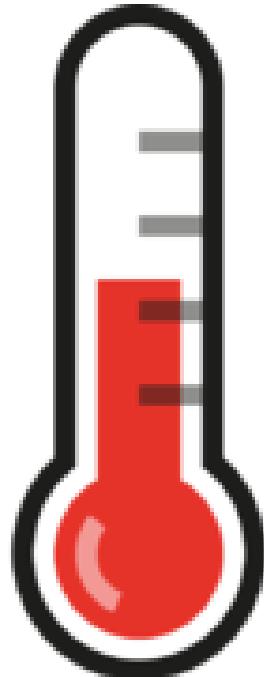
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### Celsius to Fahrenheit Temperature Conversion Chart

The new Infrared Thermometers read the temperature in Celsius, rather than in Fahrenheit. Please see the chart for conversion

## PEOPLE FLOW

*Before coming to the workplace each day, please pay attention to how you are feeling. Your safety and the safety of those around you depends on a personal self-assessment and self-reporting of any symptoms. This will be done in the ClearPass app*



- General Screening Questions for All Persons:

1. Do you currently have fever, chills, cough, shortness of breath or difficulty breathing, headache, sore throat, muscle/joint aches, loss of taste or smell?
2. In the past 48 hours, have you experienced a fever of 100.4 F or higher?
3. Have you had close **unprotected** contact with or cared for someone **while unprotected** diagnosed with COVID-19 in the last 14 days?
4. Have you traveled internationally or domestically (outside of the state)?

If a person answers YES to questions 1,2 or 3 send the person home and exclude from work immediately. The person should self-isolate/self quarantine at home. This must be reported to the supervisor.

- If symptoms are present, a minimum of 7 days since symptoms first appear. Must also have 3 days without fever and improvement in respiratory symptoms.



# Personal Protective Equipment (PPE)

- Masks (Face coverings) are required PPE for **ALL** Staff, Persons Served and Hourly Employees agency wide. This will include Administration, Services Coordinators, etc. whenever leaving their office, or having anyone in their office.
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf>
- Face Shields – Face shields may be worn as an added precautionary measure when working within 3 feet of others. This would include staff who are providing personal care assistance, first aid treatment, administering medication or feeding. They are NOT to be worn in lieu of a mask. A mask is still required.
- Gloves – Medical grade gloves are to be worn by all those performing disinfection of common surfaces, providing personal care assistance, meal prep and feeding assistance, first aid treatment and dispensing of medication.
- After wearing gloves, make sure to wash hands thoroughly immediately after removal of gloves, use proper method for removing gloves.
- <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>

# Face Covers

When we breath, talk, cough or sneeze, small droplets are expelled. Being exposed to these droplets from an infected person, is the most probable way of contracting COVID-19. Wearing a face covering is the best way to keep these droplets contained.

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Face coverings are required based on recommendations from the CDC:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

- Persons will not be allowed to enter the building without a face covering.
- New Horizons will provide one cloth face covering to each person; additional face coverings or masks will be at the employee's expense.
- Face coverings are required in all shared spaces which includes but not limited to Conference Spaces, Shared Office Spaces, Open Offices (cubicles and front office), Production Floor and Common Corridors.
  - If you have your own face covering that you would like to wear because it has a pattern printed on it, it must FIRST be approved by the location Manager.



# Face Covers Continued

## ➤ HOW TO WEAR A FACE COVER

1. Wash or sanitize hands before handling face cover or touching your face.
2. Put your fingers through the ear loops and position the covering over your nose and mouth
3. Place the ear loops around your ears or tie if tie style
4. Adjust to cover both the mouth and the nose
5. <https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf>

## ➤ WHAT TO DO WITH YOUR FACE COVER AFTER WORK

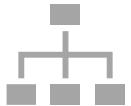
Once you have exited the facility and are physically distant from others it is safe to remove your face cover. Store any cloth face covering in a paper bag (not plastic). This will allow the material to dry and protect others.

## ➤ HOW TO WASH YOUR CLOTH FACE COVER

Hand wash with mild detergent and water. Line dry and reuse the following workday.



# Pandemic Response Team



**The Pandemic Response Team** is a cross functional team lead by the Director of Safety

**Manager** – Site manager has overall responsibility for the site's pandemic preparedness & response plan, coordinating and aligning with Administration, Human Resources and Safety. Works to manage all pandemic related communications with HR and Safety

**Access Control Lead** – Lead by Site Manager, working with their location team regarding social distancing and coordinating arriving and departing times, as well as visitors.

**Virus Prevention & Protocols Lead** – Works to develop protocols to ensure the wellness of everyone, and the overall pandemic preparedness and response plan. This should be assigned to Med Control person to oversee at each location.

**Sanitation & Disinfection Lead** – This is lead by the foreman who will work to manage daily periodic disinfection logistics, including routine and deep cleaning, disinfection processes, in accord to the protocols set up by the Virus Prevention & Protocol Lead.

**PPE & Materials Lead** – Works to secure all necessary supplies to implement and sustain the sites pandemic preparedness plan. At the branch locations, this will be the foreman. At the office locations, this will be assigned by location manager.

**Communications & Training Lead** – Managers with the support of the Public Relations Department, will be responsible to ensure staff are staying up to date on any additional training and communication, through email, NH Communication SharePoint information page and on our website.

# Preventative Material Inventory



- Mask (Face Coverings)
- Medical Grade gloves
- Touchless thermometer
- Disinfectant Spray/wipes
- Spray bottles
- Hand Sanitizer
- Hand soap
- Paper towels
- Glasses/face shields
- Min. 45-day supply if disposable, minimum 2 each if cloth
- Min. 45-day supply
- 1 at each office location, 1 each admin, 4 each workshops
- 10% bleach solution or disinfectant spray – 45-day supply
- 1-liter or 32 oz plastic spray containers
- Min. 45-day supply
- Min. 45-day supply
- Min. 45-day supply
- Min. 45-day supply

# Disinfection Frequency

## **Area/Place/Content**

- Common surfaces – door handles, light switches, counter tops
- Offices, desk, conference rooms
- General objects often used, faucets, sinks, bathroom
- Vending machines, lunchrooms, or where eating takes place
- Forklifts – wheel, levers, seat
- Transport vehicles – seats, seat belts, door and window controls, grab bars
- All floors
- Foreman will set schedule at the branches
- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>

## **Disinfectant/frequency**

- 10% bleach or disinfectant – minimum every hour and at close of day
- Disinfectant - end of each meeting and end of day
- 10% bleach or disinfectant – at least 4 times per day.
- 10% bleach or disinfectant – minimum 3 times a day, after each break and lunch
- After each use
- All surfaces to be cleaned before and after **each** use by driver.
- Mopped twice daily minimum
- Staff will be required to clean their workspace before and after their shift and may also be assigned to clean other areas.

# Deep-Cleaning and Disinfection Protocol

- The General Disinfection Measures should be followed regularly, whereas the Deep-Cleaning and Disinfection Protocol is triggered when an active person is identified as positive for COVID-19 by testing
- Deep cleaning should be performed for presumed cases, or as soon after the confirmation of a positive test as possible.
- The scope of deep cleaning is to be the full site, not just the area near the person who may have a positive test.
- Notwithstanding, if an active person is confirmed to have COVID-19 positive test, site must informed the VP, HR and Director of Safety, who will make the decision to possibly close the facility for 72 hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
- The location Foreman and Pandemic Team (CERT team) must coordinate the cleaning and disinfection process. They must ensure that:
  - There is a specific plan and strategy to clean all site equipment, common areas, and any typical areas
  - Only authorized people can access the site during the cleaning and are using required PPE
  - Assure that employees are made aware that the work areas have been disinfected through the use of signage



# General Disinfection measures

## Checklist- check all that apply

- Did the cleaning crew/employees receive training about the disinfection method and frequency?
- Was 10% or disinfectant used appropriately?
- Did the team conduct a comprehensive cleaning in all common surfaces (sewing machines, forklifts)?
- Did the team conduct a comprehensive cleaning in all offices, desk and conference room (cabinets, desk, table and chair surfaces)?
- Did the team conduct a comprehensive cleaning in all general objects often used or touched (doors, windows, handles, faucets, sinks, bathrooms)?
- Did the team conduct a comprehensive cleaning in lunchrooms or eating surfaces (tables, vending machines, etc.)?
- Did the team conduct a comprehensive cleaning in all common surface of transportation vehicles (Seat surfaces, hails, belts, door, windows, floor)?
- Did the team conduct a comprehensive cleaning of floors, walls and multiuse areas?

# Transportation Sanitation Checklist

Branch: \_\_\_\_\_

Van No: \_\_\_\_\_

Date: \_\_\_\_\_

Before Loading	Yes	No	Action	Driver
Is there antibacterial gel?				
Clean/Sanitize – Doors, Floor and Dash				
Clean/Sanitize - Rails and Grab bars				
Clean/Sanitize - Seats/Armrests/Steering wheel				
After Returning				
Is there antibacterial gel?				
Clean/Sanitize – Doors, Floor & Dash				
Clean/Sanitize - Rails and Grab bars				
Clean/Sanitize - Seats/Armrests/Steering wheel				

# Van drivers and those using their personal vehicle must follow the New Horizons Rehabilitation Services, Inc. Screening Protocol

- All surfaces, seats, dashboards, door handles, seatbelts, etc., must be wiped down with a disinfectant solution in advance of transporting
- Supply of antibacterial gel/hand sanitizer for persons to use upon boarding the van
- Van drivers must wear a mask all the time while transporting
- Temperature check of drivers must be done before the start of each run
- The use of masks by passengers is required
- Employees must not use vans if they suspect they are sick or if they have symptoms such as fever, or difficulty to breath or have been in **unprotected** contact in the past 7 days with other people confirmed sick of any respiratory issues.



# Isolation Protocol

- Isolation Protocol for all persons who become ill at work:
- Advise everyone that if a person feels ill, or if someone observes that another person is exhibiting symptoms of COVID-19 at work, they are to contact the Services Coordinator if it a person served, the Foreman or Branch Manager if it is Staff or an Hourly Employee.
- If the Services Coordinator, Foreman or Branch Manager is contacted by anyone with a suspected infection, they must ask the person to go directly home or to the designated Isolation Room.
- Isolation Room to be determined by Branch Manger



# Isolation Procedures

- Once the suspected infected person arrives in the Isolation Room, immediately contact the home if a person served, if an hourly person or staff, they are to be sent home immediately.
- A Suspected COVID-19 Case Form must be completed
- Anyone working with a suspected infected person, must have on gloves and mask.
- The Services Coordinator, Foreman or Manager, must inform HR and do the following:
  - Identify persons who may have been in contact with the suspected infected person
  - Advise others they may have been in close **unprotected** contact with a suspected infected person and to quarantine at home for 3 days and to carry out additional screening each morning. **They may be requested to have a COVID19 test prior to returning.**
  - If it becomes a confirmed case, those that had close **unprotected** contact AND **they** are showing symptoms should remain home in quarantine for 14 days, while doing daily screening each day. **They will also be required to show proof of a COVID19 test.**
  - Ensure that in all cases, the isolation area and work area is thoroughly cleaned and disinfected, in addition to all other common surfaces recently touched by the suspected infected person. All persons doing this cleaning must wear medical grade gloves and mask.

# COVID-19 CASE FORM

- Name: \_\_\_\_\_ Date: \_\_\_\_\_ Location: \_\_\_\_\_
- Address: \_\_\_\_\_
- Symptoms noticed:
  - Temperature 100.4F or higher
  - Shortness of breath, difficulty breathing
  - Cough
  - Running nose – not related to any known allergies
  - Sneezing – not related to any known allergies
  - Muscle Pain
  - Tiredness
  - Loss of taste or smell
- Time of fever on-set: \_\_\_\_\_ Time of isolation: \_\_\_\_\_
- DETAILS OF REPORTER
- Name: \_\_\_\_\_ Title: \_\_\_\_\_



# Keep your distance

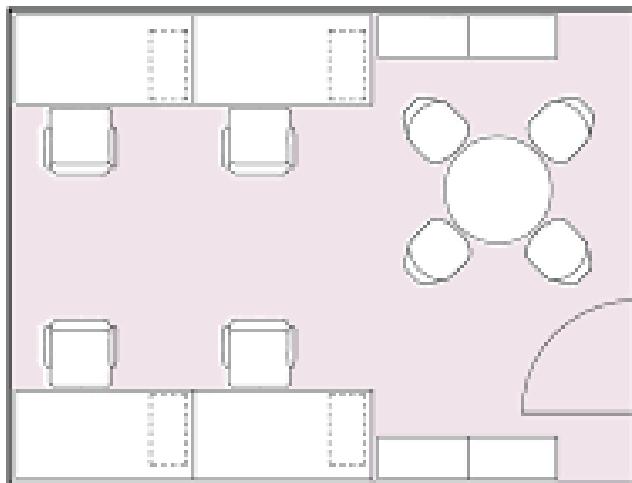
## Physical (Social) Distancing and Ventilation

Physical distancing, also called “social distancing,” is the act of keeping space between yourself and other people outside of your home. This, in combination with minimizing touchpoints and increasing airflow, is crucial in preventing the spread of COVID-19.

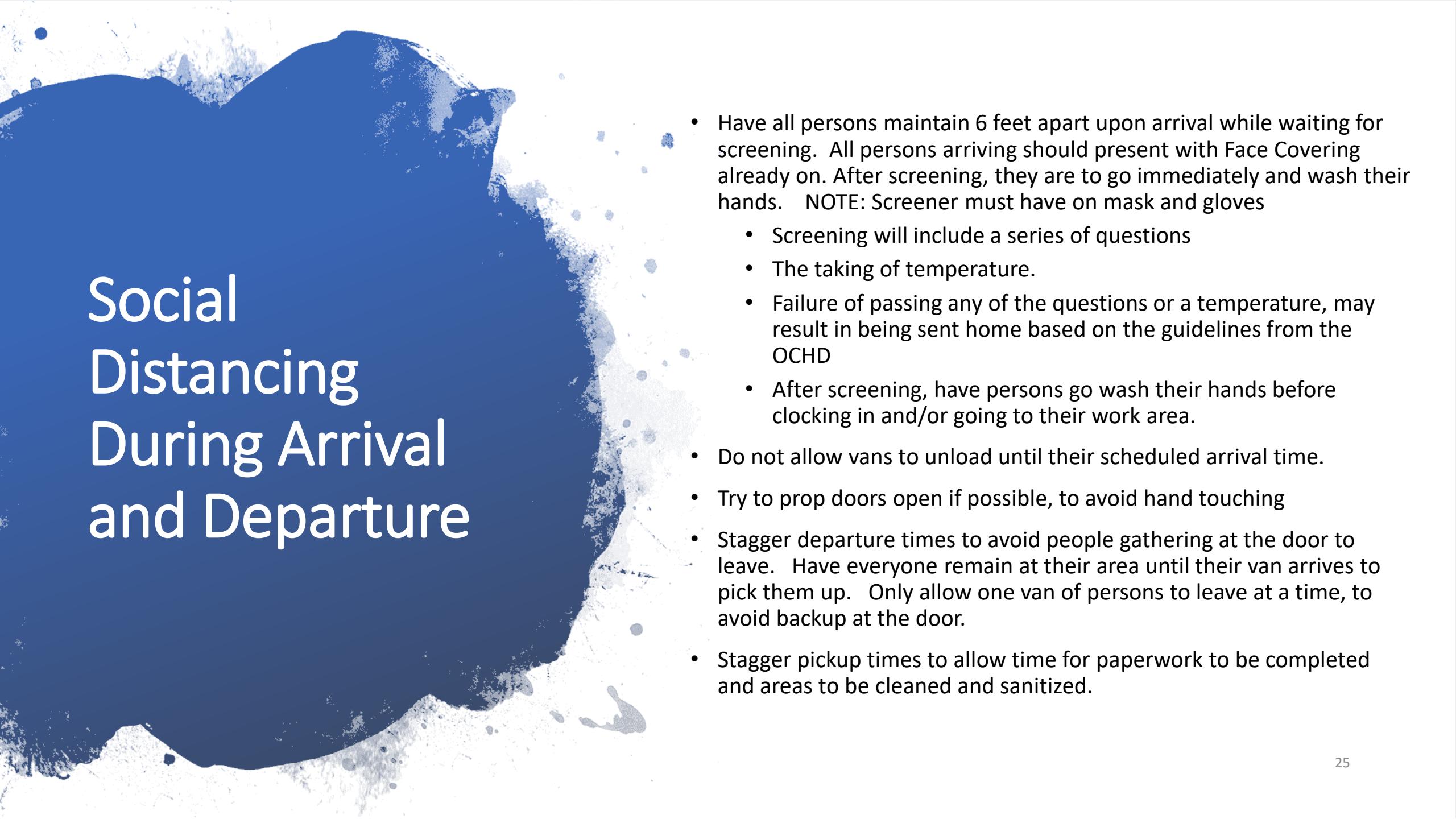
- Staying 6 feet away from others as a normal practice
- Eliminating contact with others, such as handshakes, fist bumps or embracing (hugging) others.
- Avoiding touching surfaces touched by others, to the extent feasible
- Avoiding anyone who appears to be sick, or who is coughing or sneezing
- Propping doors open to increase airflow and prevent the need to use hands
- Managing ventilation to decrease the risk
- Fans to move air around the shop, **NOTE:** The fans are **NOT** to be blowing directly on people, but only to move air around.
- This practice of physical distancing includes but is not limited to work areas, lunchrooms, common areas, entrance/exit areas for all locations.
- There should be no meeting of greater than 10 persons (**or greater than 25% of room capacity for larger rooms**) who are social distancing to occur until further notice.

# Social Distancing in Manufacturing

Social Distancing in Manufacturing is intended to provide a safe environment reducing risk of any potential person – to – person infection



- **Recommended**
  - Whenever possible, workstations should be arranged to allow separation of 6 feet
  - Clear signage about the desired position of the person may be placed in each workstation
  - Utilize production transfer aids (such as push boards to move work to another person) to minimize the risk to distancing
  - Workers are to disinfect their own workspace multiple times during the day. Staff are to disinfect the work area of persons served multiple times during the day.
  - Remind everyone often to avoid touching their faces. Everyone must wash their hands with soap and water for a minimum of 20 seconds several times during the day to reduce risk
  - Wear a mask at all times in the workplace
- 
- **What to do if the workstations are less than the recommended spacing?**
  - If 6 feet between workstations is not possible, maintain a minimum of 3 feet **with required face coverings**
  - Shift body orientation to avoid any face to face operations
  - If possible, install or have some sort of physical barriers between people and clean them multiple times a day



# Social Distancing During Arrival and Departure

- Have all persons maintain 6 feet apart upon arrival while waiting for screening. All persons arriving should present with Face Covering already on. After screening, they are to go immediately and wash their hands. NOTE: Screener must have on mask and gloves
  - Screening will include a series of questions
  - The taking of temperature.
  - Failure of passing any of the questions or a temperature, may result in being sent home based on the guidelines from the OCHD
  - After screening, have persons go wash their hands before clocking in and/or going to their work area.
  - Do not allow vans to unload until their scheduled arrival time.
  - Try to prop doors open if possible, to avoid hand touching
  - Stagger departure times to avoid people gathering at the door to leave. Have everyone remain at their area until their van arrives to pick them up. Only allow one van of persons to leave at a time, to avoid backup at the door.
  - Stagger pickup times to allow time for paperwork to be completed and areas to be cleaned and sanitized.

# Shop Floor and/or Office Meetings

No more than 10 people at any meeting, maintain 6 feet during the meeting.



- Social Distancing During Breaks
- If need be stagger times to maintain distancing while on break and lunch
- Separate times by 10 minutes to allow for each table, seat, all surfaces, vending machines and microwave to be wiped down
- Place signage on tables to ensure proper distancing
- Everyone must wash hands prior to and immediately after break
- Station 1 or 2 staff to observe and make sure 6 feet distance is being followed
- For locations with a small break room, maintain 6 feet apart for those who use that room for break and lunch, stagger breaks and lunch for those people if needed.
- For locations with Food trucks, have floor marked and laid out to only allow one or two people maximum at the truck at one time **NOTE:** For the time being food trucks will be suspended.
- Station 1 staff to monitor the outside smoking areas, to insure 6 feet distancing
- Increase cleaning intervals to ensure bathroom is clean

# Visitors, Vendors or Contractors



It is recommended to avoid having Vendors and Contractors into any facility if possible. If a Contractor i.e. Allied for a plumbing issue, the worker entering must be screened prior to performing the service. They will be required to wear a mask when in our facilities.



There will be NO VISITORS allowed in the building at this time.



ALL essential visitors (i.e. APS, Recipient Rights etc.) must request a date and time to visit and it must be approved by Site Manager.

# New Horizons is a Low to Medium Risk for COVID-19



# SITES TO OBTAIN ADDITIONAL INFORMATION ON COVID 19 and protection

## **MANDATORY**

- [https://www.michigan.gov/documents/leo/leo\\_miosha\\_c19\\_workplace\\_guidelines\\_employee\\_690396\\_7.pdf](https://www.michigan.gov/documents/leo/leo_miosha_c19_workplace_guidelines_employee_690396_7.pdf)

## **RECOMMENDED**

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.michigan.gov/coronavirus/>
- <https://www.oakgov.com/covid/Pages/default.aspx>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf>
- <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html>



# COVID-19 TESTING SITES



<https://www.oakgov.com/covid-best-practices/sick-caring/Pages/testing.aspx>

<https://springfieldurgentcare.com/medical-testing/covid-19-antibody-testing/> Also does the antibody testing

# Acknowledgement

- I Acknowledge that I have read and understood all of the information in the Safe Work Playbook and will follow all the requirements.
- I understand that any updates or changes to this protocol will be placed on SharePoint, an agency email will inform me of changes made and that I must go into SharePoint and read the updates and changes and follow those requirements.

- Print Name: \_\_\_\_\_
- Date: \_\_\_\_\_
- Location: \_\_\_\_\_
- Signature: \_\_\_\_\_



**New Horizons**  
Rehabilitation Services, Inc.

# HAND WASHING WORKS, DO IT OFTEN

**HEALTH FIRST**

WASHING HANDS IS AN EFFECTIVE WAY TO  
**PREVENT GERMS**

The graphic consists of five icons arranged horizontally, each illustrating a step in the handwashing process. 1. 'WET HANDS AND WRISTS': Shows hands under a faucet with water droplets. 2. 'APPLY SOAP': Shows a bottle of liquid soap dispensing liquid onto an open palm. 3. 'WASH FOR 20 SECONDS': Shows hands lathered with soap bubbles. 4. 'RINSE HANDS': Shows hands under a faucet with water droplets. 5. 'DRY HANDS': Shows hands being dried by a rectangular hand dryer with three vertical vents.

WET HANDS  
AND WRISTS

APPLY  
SOAP

WASH FOR  
20 SECONDS

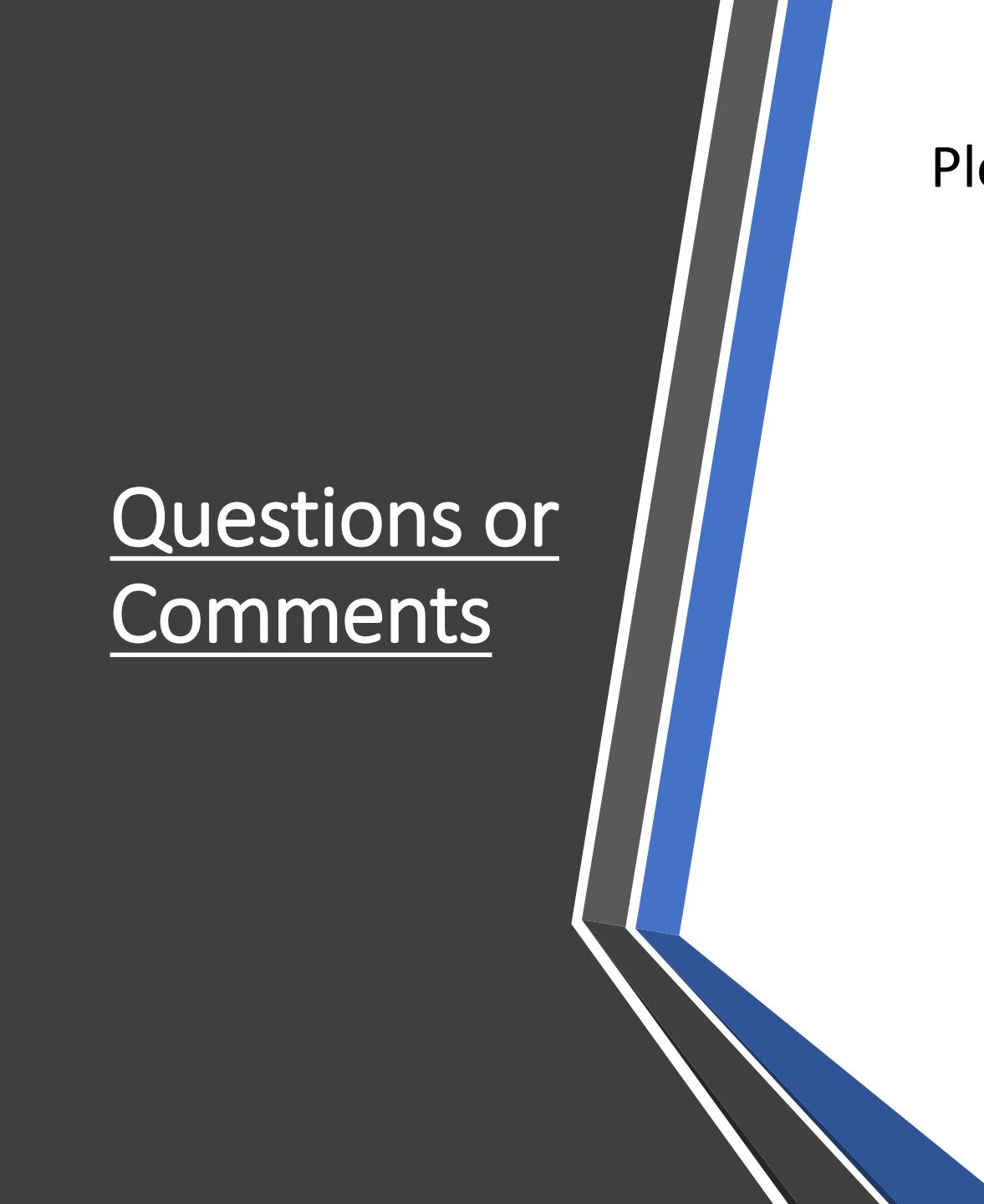
RINSE  
HANDS

DRY  
HANDS

# Mental Health and Wellness Resources

- <https://youtu.be/CL95EsnLFuo> (self-care video for DSPs)
- [https://youtu.be/\\_eeqEiZ-pxc](https://youtu.be/_eeqEiZ-pxc) (mediation for DSPs in times of stress)
- <https://emergency.cdc.gov/coping/index.asp> (Coping with a disaster or traumatic event)





Please email all questions and comments  
to this email:

[COVID19@newhorizonsrehab.org](mailto:COVID19@newhorizonsrehab.org)

Questions or  
Comments