



**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.
- Changes have been updated based latest CDC recommendations.
- Version 8.0 JAN 10, 2022

# 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.

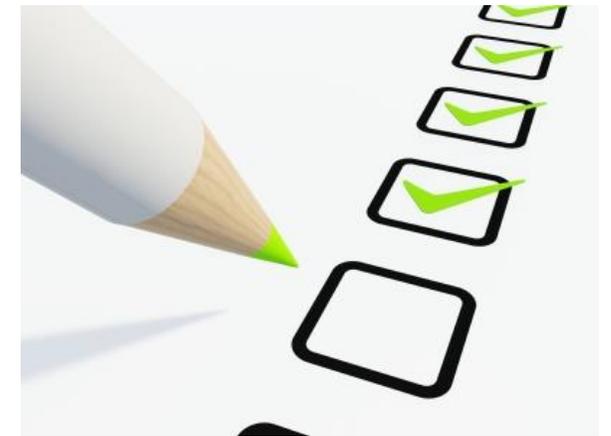




- New Horizons Rehabilitation Services, Inc is deeply focused on keeping our staff, hourly, persons served, suppliers, and visitors safe while in our facilities and out in the community.
- As we continue to navigate this new normal, we have tapped into several resources, to develop a Safe Work Playbook.
- 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 doors designated by the location manager

### 2. TEMPERATURE SCREENING

- Everyone will have temps taken upon arrival

### 3. FACE COVERS

- Face covering will be worn by all staff and persons served. This includes at the shop locations, being transported and at all sites.

### 4. NON-EMPLOYEE ACCESS

- Regulating access of visitors and guests. **All visitors must follow the New Horizons protocols for screening and face coverings and must use hand sanitizer when entering any New Horizons locations.**



# SITE ENTRY PROCESS CONTINUED Upon Arrival

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

- Sanitize hands should be encouraged for everyone upon entry.

## Temperature screening Directions

- Temperatures will be taken for anyone entering any location.
- If Passed, they will then be instructed to go wash their hands.



- 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.



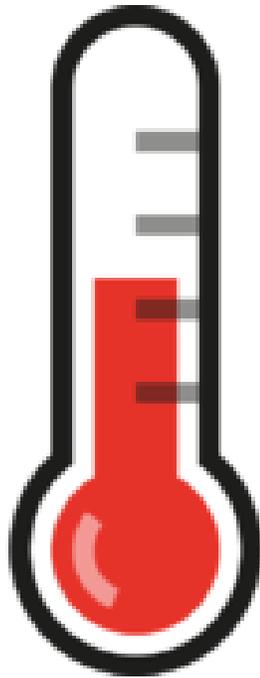
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## Celsius to Fahrenheit Temperature Conversion Chart

This is shown above

## 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:
- Do you currently have fever, chills, cough, shortness of breath or difficulty breathing, headache, sore throat, muscle/joint aches, loss of taste or smell?
  1. In the past 48 hours, have you experienced a fever of 100.4 F or higher?
  2. Have you had close unprotected contact with or cared for someone while unprotected diagnosed with COVID-19 in the last 10 days?
  3. Have you traveled internationally 14 days?

If a person answers YES to questions 1 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 they answer yes to number 2, ask if they have been fully vaccinated. Per CDC if they are fully vaccinated, they may come to work provided they wear a face covering at all times. If not vaccinated, they are to quarantine for 5 days. It is also recommended that both cases be tested after 5 days per CDC. Contact the Director of Safety on any persons that answer yes to any questions.

- 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.
- If a person is suspected of COVID, the person must obtain a COVID-19 test and remain home on PTO until they receive the results.

# Personal Protective Equipment (PPE)



- Masks (Face coverings) 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.
- Face Coverings are required at New Horizons
- Face Shields – **Can be worn along with mask if wished**
- 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

Are required at New Horizons

Face coverings are optional based on the latest recommendations from the CDC: However, they are still required at New Horizons.

- New Horizons will provide a face covering to each person who needs one.
- If you have your own face covering that you would like to continue 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 SHOULD YOU STILL PREFER

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

## ➤ 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

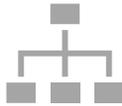
Hand wash with mild detergent and water. Line dry and reuse the following workday.



# 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
- **This should be part of everyday housekeeping all the time.**

## Disinfectant/frequency

- 10% bleach or disinfectant – **several times daily** and at close of day
- Disinfectant - end of each meeting and end of day
- 10% bleach or disinfectant – **Several time daily**
- 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 inform 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?

**This form will no longer be used as Sanitation has been added to the vehicle inspection form.**

**Transportation Sanitation Checklist**

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

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

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

<b>Before Loading</b>	<b>Yes</b>	<b>No</b>	<b>Action</b>	<b>Driver</b>
Is there antibacterial gel?				
Clean/Sanitize – Doors, Floor and Dash				
Clean/Sanitize - Rails and Grab bars				
Clean/Sanitize - Seats/Armrests/Steering wheel				
<b>After Returning</b>				
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 daily
- Supply of antibacterial gel/hand sanitizer for persons to use upon boarding the van
- Masks will be required for the driver
- The use of masks by passengers is required
- **Employees who are not feeling well should inform their manager and as has been mentioned, if you are sick from anything, STAY HOME!**



# 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 **any illness** at work, they are to contact the Services Coordinator if a person served, the Foreman or Branch Manager if 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



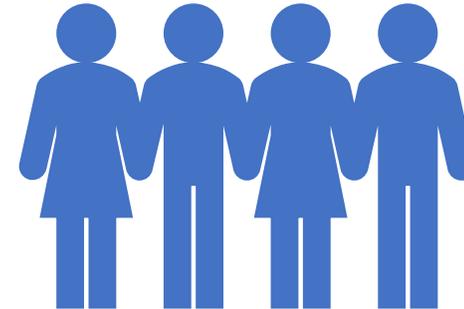
# Isolation Procedures

- Once the suspected ill 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.
- Anyone working with a suspected ill person, must have on gloves and mask.
- The Services Coordinator, Foreman or Manager, should do the following:
  - 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.

# Isolation protocols for community

Should a person served start showing symptoms of **any illness** in the community, the following are procedures for the staff.

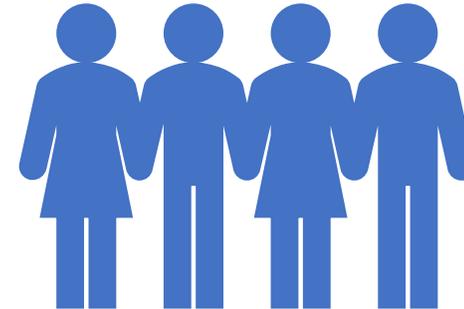
- Contact the Service Coordinator to see if the person can be picked up from the site and have them stay isolated someplace until the home arrives.
- Depending on location and if there is staff or guardian at the home, the staff may drop them off at the home
- If they need to be transported back to the location to be picked up, keep them as far away in the vehicle as possible from others and be sure ALL are wearing a face covering.



## Isolation protocols for community – continued

When back at the facility, if possible, keep them isolated in the van until the home arrives. If they must enter, take the shortest way to the isolation area in the facility.

- Once the person is out of the van, it must be sanitized completely
- If the person had come into the facility, all areas should be cleaned and sanitized again, even if they had just been done.
- If a staff starts to show illness symptoms, contact the Services Coordinator, Manager or Foreman, so arrangements can be made to possibly pick up the persons served from the site, have the staff drive the van back to the location. They are to drop the keys at the door and head to their vehicle and leave.
- All persons not showing symptoms when returning would go directly to wash hands etc.



# PROCEDURES FOR SEP AND COMMUNITY WORK SITES

- All staff and persons served at any SEP or community work site must adhere to all New Horizons safety protocols, along with those of the employer.
- Proper PPE should be kept with staff at all sites
- New Horizons nor any of its staff, may dictate to a company or employer what procedures they should have, so if the employer does not have any in place, we are still to follow those of New Horizons.

# REMOTE WORKING

- There are no positions within New Horizons Rehabilitation Services, Inc. that can be 100% remote work from home due to needing availability to files or various other items that are located only in the buildings or may be protected under HIPPA or Person Served Privacy. However, where possible we encourage remote working for several positions. They include the following
- President/CEO
- VP
- Director of HR
- All Accounting Staff
- Marketing Manager
- Director of Public Relations
- Director of Manufacturing
- Director of Safety
- Information Systems Manager
- Location Managers
- Services Coordinators **based on direction of their manager**
- Job Development and Placement Staff **based on direction of their manager**

# COVID-19 OR ANY ILLNESS 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
  - \_\_\_ Vomiting
  - \_\_\_ Diarrhea
- Time of fever on-set: \_\_\_\_\_ Time of isolation: \_\_\_\_\_
- DETAILS OF REPORTER
  - Name: \_\_\_\_\_ Title: \_\_\_\_\_



Keep your  
distance

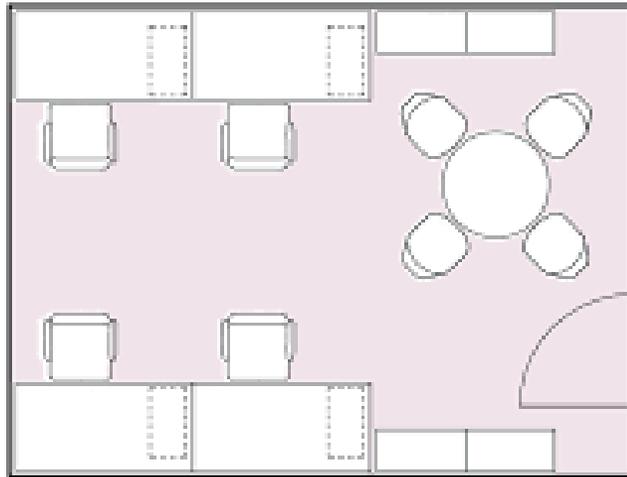
### Physical (Social) Distancing and Ventilation

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 ILLNESS

- Staying 6 feet away from others is required as much as possible.
- Eliminating contact with others, such as handshakes, fist bumps or embracing (hugging) others is optional but encouraged based on comfort level
- Avoiding touching surfaces touched by others that have not been cleaned, to the extent feasible
- Avoiding anyone who appears to be sick, or who is coughing or sneezing for any reason
- 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 is recommended

# 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 3 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 several times during the day. Staff are to disinfect the work area of persons served several 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 of any type of illness
- **What to do if the workstations are less than the recommended spacing?**
- If 3 feet between workstations is not possible, try to maintain as much distance as possible
- Shift body orientation to avoid any face-to-face operations



# Social Distancing During Arrival and Departure

- Have all persons maintain 6 feet apart upon arrival if possible while waiting for screening. After screening, they are to go immediately and wash their hands. NOTE: Everyone should have on a mask
  - 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
  - After screening, have persons go wash their hands or use hand sanitizer before clocking in and/or going to their work area.
- Do not allow vans to unload until their scheduled arrival time.
- Stagger departure times to the extent possible 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



- Social Distancing During Breaks as much as possible
- 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 if needed to ensure proper distancing
- Everyone must wash hands prior to and immediately after break
- Station 1 or 2 staff to observe and make sure distancing is being followed
- For locations with a small break room, maintain 6 feet apart, if possible, 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 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 be checked in



All visitors such as Service Coordinators from funding sources, should make appointments if possible and be checked in



ALL essential visitors (i.e. APS, Recipient Rights etc.) should 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

## RECOMMENDED

- <https://www.michigan.gov/coronavirus/>
- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

## HIGHLY RECOMMENDED

<https://www.vaccines.gov/>

For a list of places to obtain a vaccine



# 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



# 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)



Questions or  
Comments

Please email all questions and comments  
to this email:

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

# General Health and Safety Rules

The rules in this Safe Work Guide we are using for COVID do not negate all other Health and Safety procedures that have been presented at time of hire along with annual trainings and drills that cover the following. These trainings and drills remain in effect and are to continue to be followed. They are also in Share Point for review at any time.

- General Safety Regulations
- Emergency Evacuation to Back up Shelter (Branch / Office Locations)
- Fire Drill Procedures
- Weather Drill Procedures
- Exposure Control Plan for Bloodborne Pathogens
- Safety Training Plan
- Medication Management
- Critical Incident
- Facility Safety Inspection Checklist
- Policy on Violence & Aggression