



Policy: COVID-19

The Center shall undertake all necessary precautions to protect its staff, volunteers and clients/patients from Coronavirus/COVID-19.

PROCEDURE:

1. The Executive Director, or designated appointee, shall be responsible for keeping updated on the impact and recommendations regarding COVID-19 pursuant to the CDC and state and local agencies and shall implement their guidance accordingly.
2. All non-essential personnel, staff and volunteers, shall be advised to not come to the center until further notice. If their work can be performed from home, those arrangements shall be made, keeping in mind HIPAA requirements.
3. All persons seeking services from the center shall be screened as follows:
 1. In the past month, have you been in contact with someone who was confirmed or suspected to have Coronavirus/COVID-19?
 2. Do you have any of the following symptoms and/or signs, which include
 - a. Fever
 - b. Cough
 - c. Shortness of breath
 1. Or at least two of the following symptoms
 - a. Chills
 - b. Repeated shaking with chills
 - c. Muscle pain
 - d. Headache
 - e. Sore throat
 - f. Loss of taste or smell
 - g. nausea/vomiting/diarrhea
4. If the person answers "Yes" to any of these question, they should be courteously advised that the Center is not equipped to screen or handle potentially infectious diseases at this

time and they should be referred to the emergency room at the local hospital for services or to an agency designated to handle potential COVID-19 patients.

5. If a person answers “No” and is seeking essential medical services (i.e. services necessary to make an informed decision about pregnancy), an appointment shall be made. The client will be informed that she will receive a call the day of her appointment to be re-screened with these questions and that no accompanying family members may come along for the appointment.

The client will be asked to call when she has arrived, pull up to the curb outside of Heartline, and wait for the nurse or a staff member to meet them at their car for their temperature to be taken prior to entering the center. If her temperature is 99.5F or above (100.4F if using an oral temperature device), she will be courteously advised that the center is not equipped to screen or handle potentially infectious diseases at this time and they should be referred to the emergency room at the local hospital for services or to an agency designated to handle potential COVID-19 patients.

All patient forms will be sent electronically and completed prior to arrival.

6. A person who is a client seeking material supplies/assistance only shall not enter the center until further notice. Instead, a text or telephone conversation with them shall determine their essential needs and a package shall be created which shall be transferred to them curbside in front of the center.

7. No children, elderly people or people with compromised health shall enter the center until further notice.

8. A Notice shall be placed on the door to the center and on the center’s website detailing the center’s current policy. (See **NIFLA** Sample NOTICE as well as the CDC’s poster: [Stop the Spread of Germs \(COVID-19\)](#))

9. The center shall disinfect all surfaces, including door knobs, phones, light switches, workstations, computer keyboards and mice, countertops, bathrooms, etc. on a regular basis per the center’s Universal Precautions Policy and recommendations from the CDC and OSHA. A log of such disinfecting shall be kept to assure it occurs several times a day. The disinfection will occur after every client is seen.

10. Staff/volunteers are to be reminded to wash hands regularly, to keep the bathrooms clean, and to be educated on the transmission and symptoms of COVID-19.

While in the clinic and offices, staff/volunteers will maintain social distancing guidelines remaining six feet apart when possible and wearing a mask when in common areas and when interacting with other staff members/volunteers or clients. Masks may be removed only when at a desk or in an office area separated from others by a distance of at least six feet and/or appropriate barriers are in place.

11. The center shall provide alcohol-based hand sanitizer that contains at least 60-95% alcohol in the reception area and in at least one other area in the center frequented by people.

12. Any staff/volunteers with possible exposure to the coronavirus through identified contacts or travel shall notify the Executive Director immediately, and before reporting to work. Quarantine will be done according to directives from the CDC and the state and local authorities.

13. All staff/volunteers at the Center will be screened with forehead temperature prior to beginning work shift. Those with a forehead temperature above 99.5F (100.4F oral) shall be asked to return home and seek appropriate medical attention.

14. All classes and meetings are suspended until such time as public gatherings are determined to be safe by the CDC and/or state and local authorities.

15. Social distancing of at least 6 feet shall be maintained between patients in the waiting area.