



Cardinal Services of Indiana

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A Return to Work

This plan is meant to outline the steps taken by Cardinal Services to ensure the safety of persons served and their families, all employees, volunteers, vendors and other stakeholders upon their return to Cardinal Services locations amid the COVID-19 pandemic. Described here are measures intended to reduce the risk of exposure to the coronavirus and descriptions of the agency's planned response to a positive COVID-19 case. This plan is based on available information provided by federal, state, and local officials and is subject to change upon the release of new information or a change in Cardinal Services' operational needs.

Introduction and Overview of Response

Considered an essential service, Cardinal Services provides support to an especially vulnerable segment of Hoosiers. The agency has therefore remained vigilant in its reliance on guidance from federal, state, and local health professionals and government leaders in protecting employees and persons served from COVID-19.

Cardinal Services has yet to experience a positive case and will continue to heed the guidance and recommendations of health professionals and Gov. Eric Holcomb's Back on Track plan.

The agency had by early March begun informing employees and persons served about the symptoms of COVID-19 and instructing them on the need for proper safety protocols; the agency also implemented its Crisis Management Team and created a process to review all internal and external information related to the virus. This will continue.

By late March, nearly all the agency's office staff had begun working remotely, day services had closed, and a series of strict measures had been implemented at Cardinal Services living sites to ensure the protection of direct support professionals (DSPs) and persons served. Each of these protective procedures continue today.

In response to the state plan, Cardinal Services ramped up its planning process for a return of office staff, scheduled for May 18 in Kosciusko and Marshall counties and June 1 in Cass County, and the return of day services, tentatively planned for early June. Talks are also ongoing about how best to respond to the plan at group home and community living sites.

While exact timelines remain fluid, Cardinal Services has cemented a thorough, varied set of responses meant to protect anyone who enters its buildings.

Responsibilities

This document serves as an extension of Cardinal Services' Communicable Disease Control Policy and Exposure Control Plan; compliance is necessary. Each employee is expected to be familiar with this plan and all related policies and protocols and to assist any person served or family member to understand it. Any questions should be directed to an employee's supervisor; if the supervisor is unavailable, direct questions to a member of Cardinal Services' Crisis Management Team.

Protective Measures for Return

Cardinal Services will ensure each of the below measures are implemented upon the return of employees to agency offices. These measures rely on guidance provided by the U.S. Centers for Disease Control and Prevention (CDC) and recommendations put forth by state and local officials. They will stay in place so long as health experts deem them necessary.

I. General Health Guidance

- a. Know COVID-19 symptoms: fever, coughing, and difficulty breathing.
- b. The virus can be spread through coughing, sneezing, getting it on your fingers and then touching your face, or by a failure to follow social distancing guidelines.
- c. All employees are to regularly wash their hands with soap and water for at least 20 seconds.
 - i. Employees are required to wash their hands or utilize hand sanitizer dispensers upon entry/exit from the building, after sneezing or coughing, and after using the restroom.
- d. Use proper personal hygiene when sneezing or coughing (utilize a tissue or sneeze/cough into your elbow).

II. Employees, Persons Served with Symptoms

- a. Employees who have unexplained symptoms of acute respiratory illness are required to stay home and not come to work until they are free of fever (100 or greater), signs of a fever, and any other symptoms for 72 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).
- b. Employees should notify their supervisor and stay home if they are sick.
 - i. Employees who arrive to work with a temperature or any unexplained respiratory symptoms will be required to leave.
 - ii. Employees who have no temperature but have symptoms of a known respiratory condition, such as allergies, can report to work.
- c. The same protocols will be followed for persons served. A person served experiencing symptoms should not be provided entry to day services.
- d. More information on attendance expectations can be found in the [Pandemic Flu and Other Infectious Diseases Guidelines for Staffing](#) and [Staffing Guidance](#).

III. Health Screening Process

- a. Anyone entering a Cardinal Services office location will undergo a thorough symptoms check at the respective site's front desk.
 - i. This process will include a temperature check, questions about symptoms, and required hand sanitization.
 1. Temperature checks will be completed with a non-contact point-and-shoot device.
 2. If a person has a temperature of 100 or greater the individual will be required to wait 5 minutes in a designated location for a recheck. If their temperature is still 100 degrees or higher, they must leave the building immediately and contact their supervisor.
 3. A series of questions will be asked of anyone entering the building. In the last 2-14 days have you experienced the following symptoms:
 - a. Fever
 - b. Cough
 - c. Shortness of breath or difficulty breathing
 - d. Chills or repeated shaking with chills
 - e. Muscle pain
 - f. Headache
 - g. Sore throat
 - h. New loss of taste or smell
 - i. Been exposed to a person with COVID-19
 - ii. The person at the front desk may deny entry to any person who fails any part of the health screening process. Refusal to leave puts others at risk and the matter will be reviewed for possible consequences, including suspension or expulsion.
 1. Anyone who fails a part not involving the top 3 symptoms (fever, cough, shortness of breath) will be asked follow-up questions and handled on a case-by-case basis.
 - iii. Employees working front desks for Cardinal Services will be protected by newly-implemented protective shields. No one should attempt to reach around the protective shield for any reason.
 1. Those same employees will sanitize the front office and common use areas and maintain sanitization records.

IV. Personal Protective Equipment (PPE)

- a. Any employee providing a direct service is always required to wear a surgical mask at work, allowing meals and breaks, which must be taken safely away from persons served.
- b. All other individuals, both employees and non-employees, will be required to wear a mask in all common areas, such as breakrooms, hallways and restrooms, and shared office spaces. Anyone who is unable to wear a mask should notify the

person at the desk immediately upon arrival. Some individuals with disabilities will not be capable of wearing a mask, which underscores the importance for all others to do so.

- i. Cloth masks are available to all employees. An employee yet to obtain a mask will be given one on their first day at the office.
- ii. Newly-hired employees are provided PPE on their first day with Cardinal Services.
- iii. All visitors are encouraged to provide their own mask. A cloth mask may be available to use temporarily. Cloth masks are then to be dropped in a specified location upon the visitor's exit and laundered after a single use.

V. Cleaning/Disinfecting Process

- a. Employees should regularly clean all frequently-touched surfaces (workstations, countertops, desks, doorknobs, chairs, tables, restroom surfaces, etc.).
 - i. Cleaning supplies and paper towels will be supplied at every desk.
- b. Custodial personnel will undertake a deep-cleaning process during non-work hours.
- c. Maintenance will utilize an electrostatic gun to disinfect all office locations.
- d. Waste baskets will be placed outside restrooms, allowing a paper towel to be immediately disposed of after being used to open a door.
- e. Signage detailing required steps and processes are on display throughout all Cardinal locations.

VI. Social Distancing

- a. Social distancing is required in all common areas:
 - i. Hallways
 - ii. Print/copy room
 - iii. Break areas
 - iv. Restrooms
 - v. Conference rooms
 - vi. Shared offices
- b. All individuals are encouraged to use phones and GoToMeeting instead of face-to-face meetings until further notice.
 - i. If this is not possible, employees must not sit closer than 6 feet from each other and cap groups at fewer than 10 people.
- c. In addition to the receptionist, only two people will be allowed in lobby areas at a time.
- d. Other measures: Coffee moved to employee lounge; drinking fountains bagged/turned off; room dividers opened; tables spaced in cafeteria with only one chair at each table

VII. Flexibility on Return

- a. Cardinal Services understands the hesitation of some employees with high-risk health conditions or high-risk family members to return to the office. The agency also understands the additional hurdles that could exist for employees.
- b. Cardinal Services will work with employees, on a case-by-case basis, regarding their return to the office.
 - i. Any employee who would like to continue working from home should talk with their supervisor.

VIII. Visitors/Vendors

- a. Visitors are currently prohibited from entering Cardinal Services office locations, although a phased plan will relax this criteria.
 - i. Signage has been hung explaining this policy to potential visitors.
- b. Communication is being established with vendors and other individuals who work with Cardinal Services on a regular basis; all will be required to wear a mask and exhibit other protective measures, including a symptoms and temperature check, when interacting with Cardinal Services.
 - i. Vendors are only allowed in the building their service requires entry.
 - ii. PGAs will be required to do the same upon the opening of day services.

IX. Response to Positive Test

- a. Information about a suspected or confirmed COVID-19 case involving an employee can be found in [Staffing Guidance](#).
- b. Information about a suspected or confirmed COVID-19 case involving a person served can be found in the [Infection Control Policy – Addendum A for COVID-19](#).

Other Policies

Additional policies have been created or adjusted to help Cardinal Services adapt to the COVID-19 pandemic:

[COVID-19 Quarantine Procedures](#)

[COVID-19 Frequently Asked Questions](#)

[Communicable Disease Control Policy and Exposure Control Plan](#)

[Infection Control Procedures](#)