COVID-19 SCREENING AND INFECTION CONTROL POLICY

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How to successfully implement COVID-19 safety measures

• **Read the policy.** This training is a overview of the policy

• **Develop program reactivation plan.** All programs returning to service will need to supplement policy with program specific guidance

• **Participate in trainings.** This may require reading, watching videos or participating in “Just in Time” training through your program

• **Report training completion.** Supervisors or program trainers will work with Safety Officer to ensure documentation of training completion.
Background and Key Terms

Customer Safety

Employee Safety

Equity in Safety
Background

- To address asymptomatic and pre-symptomatic transmission of COVID-19 and implement source control for everyone entering a PHMDC office or clinic, or going into homes, licensed establishments and other community settings.

- To implement additional infection control measures to prevent transmission of COVID-19 within clinics, offices and field spaces.

Click here to read COVID-19 Screening and Infection Control policy
Key Terms

- Surgical Mask (face mask) vs. N95 Respirator
- High Exposure Risk
- Medium Exposure Risk
- Low Exposure Risk
- Glossary of terms

Understanding the Difference

<table>
<thead>
<tr>
<th>Feature</th>
<th>Surgical Mask</th>
<th>N95 Respirator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testing and Approval</td>
<td>Cleared by the U.S. Food and Drug Administration (FDA)</td>
<td>Evaluated, tested, and approved by NIOSH as per the requirements in 42 CFR Part 84</td>
</tr>
<tr>
<td>Intended Use and Purpose</td>
<td>Fluid resistant and provides the wearer protection against large droplets, splashes, or sprays of bodily or other hazardous fluids. Protects the patient from the wearer's respiratory emissions.</td>
<td>Reduces wearer’s exposure to particles including small particle aerosols and large droplets (only non-oil aerosols).</td>
</tr>
<tr>
<td>Face Seal Fit</td>
<td>Loose-fitting</td>
<td>Tight-fitting</td>
</tr>
<tr>
<td>Fit Testing Requirement</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>User Seal Check Requirement</td>
<td>No</td>
<td>Yes, Required each time the respirator is donned (put on)</td>
</tr>
<tr>
<td>Filtration</td>
<td>Does NOT provide the wearer with a reliable level of protection from inhaling smaller airborne particles and is not considered respiratory protection.</td>
<td>Filters out at least 95% of airborne particles including large and small particles.</td>
</tr>
<tr>
<td>Leakage</td>
<td>Leakage occurs around the edge of the mask when user inhales</td>
<td>When properly fitted and donned, minimal leakage occurs around edges of the respirator when user inhales.</td>
</tr>
<tr>
<td>Use Limitations</td>
<td>Disposable. Discard after each patient encounter</td>
<td>Ideally should be discarded after each patient encounter and after aerosol-generating procedures. It should also be discarded when it becomes damaged or deformed; no longer forms an effective seal to the face; becomes wet or visibly dirty; breathing becomes difficult; or if it becomes contaminated with blood, respiratory or nasal secretions, or other bodily fluids from patients.</td>
</tr>
</tbody>
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High Exposure Risk Roles

- Employees whose roles require testing or treating known or suspected SAR-CoV-2
- PPE required includes: N95, gown, gloves and face shield
Medium Exposure Risk Roles

- Employees that require frequent/close contact with people who may be infected, but who are not known to have or suspected of having COVID-19
- PPE required: N95 when physical distancing cannot be maintained and additional PPE (gloves, face shield, gown) according to job function and supply
Low Exposure Risk Roles

- Employees that **do not** require contact with people known to be, or suspected of being, infected with SARS-CoV-2.
- Employees who do not have frequent close contact with coworkers, customers, or the public.
- **Cloth face covering is required**
Background and Key Terms

Customer Safety

Employee Safety

Equity in Safety
What precautions should customers take?

All customers should...

• Wear a face covering, if possible
• Practice physical distancing
• Practice **hand hygiene**
• Monitor symptoms before appointment
• Stay home and reschedule appointment if sick
• Limit number of care partners
Background and Key Terms

Customer Safety

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Equity in Safety
Hand Hygiene

Practicing hand hygiene, which includes the use of alcohol-based hand rub (ABHR) or handwashing, is a simple yet effective way to prevent the spread of pathogens and infections.

CDC recommends using ABHR with greater than 60% ethanol or 70% isopropanol.

Hands should be washed with soap and water for at least 20 seconds when visibly soiled, before eating, and after using the restroom.

Watch Hand Hygiene Video
Donning PPE

1. Identify and gather the proper PPE to don.
2. Perform hand hygiene using hand sanitizer.
3. Put on isolation gown. Tie all of the ties on the gown.
4. Put on N95. N95 should be extended under chin. Both your mouth and nose should be protected. Do not wear respirator under your chin or store in scrubs pocket between patients.
   - **N95**: N95 straps should be placed on crown of head (top strap) and base of neck (bottom strap). Perform a user seal check each time you put on the N95.
5. Put on face shield or goggles. Face shields provide full face coverage. Goggles also provide excellent protection for eyes, but fogging is common.
6. Put on gloves. Gloves should cover the cuff (wrist) of gown.

Watch Donning Video
Doffing PPE

1. **Remove gloves.** Ensure glove removal does not cause additional contamination of hands.

2. **Remove gown.** Untie all ties. Do so in gentle manner, avoiding a forceful movement. Reach up to the shoulders and carefully pull gown down and away from the body. Rolling the gown down is an acceptable approach. Dispose in trash receptacle.

3. **Perform hand hygiene.**

4. **Remove face shield or goggles.** Carefully remove face shield or goggles by grabbing the strap and pulling upwards and away from head. Do not touch the front of face shield or goggles.

5. **Remove and Save N95.** Do not touch the front of the N95.
   - **N95:** Remove the bottom strap by touching only the strap and bring it carefully over the head. Grasp the top strap and bring it carefully over the head, and then pull the N95 away from the face without touching the front of the N95.

6. **Perform hand hygiene after removing the N95**

[Watch Doffing Video]
Exam rooms: employees using exam rooms must wipe down all surfaces and equipment before and after each customer including all non-disposable medical equipment (e.g., scale, thermometer, stethoscope, pens, etc.) should be cleaned and disinfected according to best practices and manufacturer instructions.

Waiting area: wipe down furniture and high contact surfaces (door handles, copy machines, etc.) at least twice daily.

Mamava: post signs with instructions for cleaning after use. Supply with cleaning supplies.
**Environmental Infection Control Measures**

**Cubical/workspace:** employees will wipe down frequently touched areas (e.g. mouse, keyboard, phone, etc.) at the beginning and end of the day including keeping individual office’s door closed.

**Lobby:** wipe down furniture and high contact surfaces at least twice daily, include front desk barrier.

**Break room:** If you use the breakroom, it is the employee’s responsibility to disinfect it after use.

**Conference rooms:** If you use a conference room, wipe down surfaces before and after each use and apply 6 feet physical distancing when in use.
Decontaminating N95

Time as inactivation (paper bag method):

• easy to implement
• low cost
• works for respirators that are both cellulose and non-cellulose based
• works for all respirators regardless of whether they have an exhalation valve.
Decontaminating N95 Procedures

• After respirator use, place respirator in a paper bag,
• Date the bag.
• Place it in a room temperature, non-humid setting.
• After 5 days, the respirator is considered to be decontaminated (for coronavirus only) and may be re-used.
• Staff will maintain their own supply of respirators.

Exceptions:
• A respirator that has been contaminated with body fluids, is torn, elastic straps stretched out, etc., should be thrown away.
• Employee must evaluate the respirator’s integrity prior to each use and perform a seal check every time they don the respirator.
• If a respirator does not pass a seal check it should be thrown away.

How to perform a seal check on a respirator
Prior to Arrival and Arrival

- COVID-19 screenings must be done before appointment and repeated at the time of appointment
- Clear instructions regarding safety needs to be communicated with customers before and at the time of appointment

Prior to Arrival
- For all services, utilize telehealth when possible.
- Complete as much of the appointment using telehealth for in-person appointments
- When necessary, get informed consent for appointments held curbside, parking lots, parks, etc. (where other people may be present)

Use specific guidance determined by job function*
- **Clinic**
- **Home visitors**
- **Other field workers**

*Additionally, all programs will create reactivation plan
Prior to Arrival and Arrival

Arrival

• For clinical or required fieldwork (i.e. inspections) use N95 mask if you are unable to maintain physical distancing of 6 feet or more. Make sure you are properly fit tested to wear an N95 mask.
• All staff will wear cloth face coverings while working in office spaces in alignment with Dane County policy.
• Employees will wear additional PPE (e.g. gown, face shield, gloves, goggles) according to job function

Use specific guidance determined by job function*

• Clinic
• Home visitors
• Other field workers

*Additionally, all programs will create reactivation plan
Prior to Arrival

Call customer the day before appointment (or on Friday for Monday appointments) to assess for COVID-19 symptoms

- Use appropriate script
- Remind customer to cancel appointment if symptoms develop
- Explain extra precautions at PHMDC

In the past two weeks, has the customer had contact with someone diagnosed with COVID-19? Is the customer experiencing COVID-19 like symptoms?

Are the symptoms life threatening?

Do they have a PCP?

Direct customer to call 911 or advise them to report to the emergency room

Provide follow-up references or tell customer to call 211 to find health care related services

Ask customer to reschedule appointment or use telehealth option

Encourage customer to seek COVID-19 testing through health care provider or community testing site (if available).

Start

Ask customer to bring and wear a face covering (give examples) during the visit. If client/operator does not have a face covering let them know one will be provided.

Explain to customer what to expect during the visit.

Remind customer to stay safe & reschedule appointment if contact with someone diagnosed with COVID-19 or symptoms developed

Ask customer mode of transportation and give appropriate instructions for arrival

Ask customer to limit the number of care partners at the visit

YES

NO

YES

NO

YES

NO
**Arrival**

- **Clinic**
  - Can customer wait in the parking lot for screening?
    - YES: With required full PPE, meet customer in parking lot and screen for COVID-19 symptoms
    - NO: Have client wait at entrance. With full required PPE, screen customer at entrance.

- **Home Visitors**
  - Verbally screen for COVID-19 symptoms
    - YES: Practice physical distancing & wear required PPE
    - NO: Practice physical distancing if possible

- **Environmental Health**
  - Practice physical distancing if possible
  - Always wear required PPE

**Are COVID-19 Symptoms Present?**

- YES: Call 911 if necessary or advise them to report to the emergency room
- NO: Is customer wearing a face covering?
  - YES: Does staff feel staff to continue appointment with appropriate PPE?
    - YES: Continue with appointment
    - NO: Reschedule appointment or use telehealth
  - NO: Offer face covering if necessary

**Are the symptoms life threatening?**

- YES: Encourage customer to seek COVID-19 testing through health care provider or community testing site (if available).
- NO: Ask customer to return home to self-isolate and reschedule PHMDC appointment

**Do they have a PCP?**

- YES: Provide follow-up references or tell customer to call 211 to find health care related services
- NO: Ask customer to wear face covering, practice good hand hygiene & physical distancing when possible

**Environmental Health**

- With required full PPE, meet customer in parking lot and screen for COVID-19 symptoms
How do I protect myself?

• Practice good hand hygiene
• Wear appropriate PPE according to job function
• Disinfect workspace or office 2x/daily
• Practice physically distancing
• Consider telehealth appointments first
• Consider videoconferencing for meetings first
• Move towards using paperless forms
How do I protect others?

- Do not report to the office, clinic or a field location if sick with any illness
- Document daily COVID-19 self-screening including temperature (fever above 100.4, cough, shortness of breath, etc.). [Screening tool](#)
- If an employee notices another employee reporting to work ill, they will inform their supervisor
- Do not shake hands or give hugs
- Cover coughs or sneezes (into the sleeve or elbow)
- No sharing food, including potlucks
- No sharing personal items including pens
What do I do if I am sick?

- If at work let your supervisor/ICS lead know and go home
- Follow [CDC for isolation procedures](https://www.cdc.gov), if COVID-19 like symptoms and/or tested positive for COVID-19
- Use screening tool to [track your symptoms](https://www.cdc.gov)
- Work with your supervisor and follow [CDC return to work guidance](https://www.cdc.gov). Follow up with the Safety Officer if symptoms fall under CDC guidance for COVID-19 symptoms
- For non-COVID-19-like symptoms, do not report to work. Continue to follow pre-COVID-19 PHMDC and Dane County illness procedures.
- Employees who develop symptoms outside of work should notify their supervisor and ICS lead if appropriate, stay home and contact their primary care provider.
How do I physically distance?

• When scheduling meetings (internally or externally) consider videoconferencing first.

• If videoconferencing is not a valid option, follow the new maximum capacity guidelines for conference rooms. (113 sqft. per person)

• If possible, employees use one point of entry (e.g. back door at EWO, side door of CCB suite 507), that is different from customers point of entry.

• Seat employees in ways that allow for 6 feet physical distancing
What if I can not physically distance?

• If your job function does not allow you to maintain physical distance (6 feet or greater), wear N95

• Consider telehealth/videoconferencing

• Reschedule appointment or move appointment to a public site that allows physically distancing with consent of customer
How to troubleshoot Non-Adherence

• If an employee reports to work sick please inform your supervisor
• If a customer is not able to meet safety measures offer other accommodations (e.g. telehealth)
What do I do If Exposed at Work?

- Contact supervisor immediately and follow guidance in the link below.

- COVID-19 Exposure, Sick Leave and Vaccine Protocols
Background and Key Terms

Customer Safety

Employee Safety

Equity in Safety
Masking

- Accommodations should be made for customers who can not wear a mask:
  - Some health conditions may keep customers from being able to wear a cloth face covering.
  - It may be challenging, dangerous, or stressful for individuals with disabilities.
  - Customers may not feel safe wearing a mask for many reasons including emotional, behavioral, and trauma experiences.
  - Customers may also fear racial profiling or discrimination based on wearing – or not wearing – a face covering.
- Some customers may be hard of hearing and will need to read lips or require an interpreter
Possible barriers to access PHMDC services through telehealth. Accommodations will need to be made:

- Access to cell phone or smart phone
- Access to broadband internet
- Digital literacy
- Some customers will need language services
- Meet customers where they are, consider flexible hours
More Equity in Safety Considerations

- Transportation
- Underlying medical conditions (customers and employees)
- Waiting and providing care in inclement weather conditions
- Accessing primary care and health insurance for customers presenting with COVID-19 –like symptoms
- Childcare
Appendices

- **Appendix A** Glossary of Terms and More
- **Appendix B**: Clinic Script, Environmental Health Script, Home Visitor Script, Before and After Arrival COVID-19 Flowchart
- **Appendix C**: Wellness Guidance, Office Safety Guidelines
- **Appendix D** Symptoms Tracker
- **Appendix E**: N95 Decontamination
- **Appendix F** Cloth Face Covering or Masking Policy
- **Appendix G** Forward Dane
- **Appendix H** Protocol for COVID-19 for High Exposure Risk Roles
- **Appendix I** N95 Contingency and Crisis Capacity Guidance


