



NY FORWARD BUSINESS RE-OPENING SAFETY PLAN TEMPLATE

Each re-opening business must develop a written Safety Plan outlining how its workplace will prevent the spread of COVID-19. A business may fill out this template to fulfill the requirement, or may develop its own Safety Plan. **This plan does not need to be submitted to a state agency for approval** but must be retained on the premises of the business and must be made available to the New York State Department of Health (DOH) or local health or safety authorities in the event of an inspection.

Business owners should refer to the State’s industry-specific guidance for more information on how to safely operate. For a list of regions and sectors that are authorized to re-open, as well as detailed guidance for each sector, please visit: [forward.ny.gov](https://www.forward.ny.gov)

COVID-19 Reopening Safety Plan

Name of Business:

Industry:

Address:

Contact Information:

Owner/Manager of Business:

Human Resources Representative and Contact Information, if applicable:

I. PEOPLE

A. Physical Distancing. To ensure employees comply with physical distancing requirements, you agree that you will do the following:

- Ensure 6 ft. distance between personnel, unless safety or core function of the work activity requires a shorter distance. Any time personnel are less than 6 ft. apart from one another, personnel must wear acceptable face coverings.
- Tightly confined spaces will be occupied by only one individual at a time, unless all occupants are wearing face coverings. If occupied by more than one person, will keep occupancy under 50% of maximum capacity.

- Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g. clock in/out stations, health screening stations)
- Limit in-person gatherings as much as possible and use tele- or video-conferencing whenever possible. Essential in-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.
- Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible.

List common situations that may not allow for 6 ft. of distance between individuals. What measures will you implement to ensure the safety of your employees in such situations?

How you will manage engagement with customers and visitors on these requirements (as applicable)?

How you will manage industry-specific physical social distancing (e.g., shift changes, lunch breaks) (as applicable)?

II. PLACES

A. Protective Equipment. To ensure employees comply with protective equipment requirements, you agree that you will do the following:

- Employers must provide employees with an acceptable face covering at no-cost to the employee and have an adequate supply of coverings in case of replacement.

What quantity of face coverings – and any other PPE – will you need to procure to ensure that you always have a sufficient supply on hand for employees and visitors? How will you procure these supplies?

- Face coverings must be cleaned or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded.

What policy will you implement to ensure that PPE is appropriately cleaned, stored, and/or discarded?

- Limit the sharing of objects and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact.

List common objects that are likely to be shared between employees. What measures will you implement to ensure the safety of your employees when using these objects?

B. Hygiene and Cleaning. To ensure employees comply with hygiene and cleaning requirements, you agree that you will do the following:

- Adhere to hygiene and sanitation requirements from the [Centers for Disease Control and Prevention \(CDC\)](#) and [Department of Health \(DOH\)](#) and maintain cleaning logs on site that document date, time, and scope of cleaning.

Who will be responsible for maintaining a cleaning log? Where will the log be kept?

- Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, or an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible.

Where on the work location will you provide employees with access to the appropriate hand hygiene and/or sanitizing products and how will you promote good hand hygiene?

- Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and frequent cleaning and disinfection of shared objects (e.g. tools, machinery) and surfaces, as well as high transit areas, such as restrooms and common areas, must be completed.

What policies will you implement to ensure regular cleaning and disinfection of your worksite and any shared objects or materials, using [products](#) identified as effective against COVID-19?

C. Communication. To ensure the business and its employees comply with communication requirements, you agree that you will do the following:

- Post signage throughout the site to remind personnel to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.
- Establish a communication plan for employees, visitors, and customers with a consistent means to provide updated information.
- Maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding customers, who may be encouraged to provide contact information to be logged but are not mandated to do so.

Which employee(s) will be in charge of maintaining a log of each person that enters the site (excluding customers and deliveries that are performed with appropriate PPE or through contactless means), and where will the log be kept?

- If a worker tests positive for COVID-19, employer must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations.

If a worker tests positive for COVID-19, which employee(s) will be responsible for notifying state and local health departments?

III. PROCESS

A. Screening. To ensure the business and its employees comply with protective equipment requirements, you agree that you will do the following:

- Implement mandatory health screening assessment (e.g. questionnaire, temperature check) before employees begin work each day and for essential visitors, asking about (1) COVID-19 [symptoms](#) in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days. Assessment responses must be reviewed every day and such review must be documented.

What type(s) of daily health and screening practices will you implement? Will the screening be done before employee gets to work or on site? Who will be responsible for performing them, and how will those individuals be trained?

If screening onsite, how much PPE will be required for the responsible parties carrying out the screening practices? How will you supply this PPE?

B. Contact tracing and disinfection of contaminated areas. To ensure the business and its employees comply with contact tracing and disinfection requirements, you agree that you will do the following:

- Have a plan for cleaning, disinfection, and contact tracing in the event of a positive case.

In the case of an employee testing positive for COVID-19, how will you clean the applicable contaminated areas? What products identified as effective against COVID-19 will you need and how will you acquire them?

In the case of an employee testing positive for COVID-19, how will you trace close contacts in the workplace? How will you inform close contacts that they may have been exposed to COVID-19?

IV. OTHER

Please use this space to provide additional details about your business's Safety Plan, including anything to address specific industry guidance.



Staying up to date on industry-specific guidance:

To ensure that you stay up to date on the guidance that is being issued by the State, you will:

- Consult the NY Forward website at forward.ny.gov and applicable Executive Orders at governor.ny.gov/executiveorders on a periodic basis or whenever notified of the availability of new guidance.

STAY HOME.

STOP THE SPREAD.

SAVE LIVES.

INFECTIOUS DISEASE POLICY

It is the goal of **Pro Action of Steuben and Yates, Inc.** during a period of an infectious disease outbreak or pandemic to maintain essential functions and services and provide a safe and healthy work environment for employees, vendors and the public. **Pro Action of Steuben and Yates, Inc.** is committed to establishing methods for monitoring the severity and duration of an outbreak or pandemic, implementing measures to minimize exposure in the workplace and sustaining essential functions until the organization can resume normal operations.

COMMUNICATION

The **CEO and/or Designee** will oversee the implementation of this policy and coordinate communications from management to employees and other stakeholders. Duties include:

- Monitoring and coordinating events and communications around an infectious disease outbreak or pandemic; and
- Creating work rules that could be implemented to promote safety through infection control.

Oversight includes the maintenance of a current list of contacts including:

- Government agencies;
- Emergency response and healthcare facilities and services; and
- Equipment suppliers and service contractors who can or have agreed to assist during and after an outbreak or pandemic.

SAFETY AND HEALTH MEASURES

Pro Action of Steuben and Yates, Inc. will implement disease mitigation and protective measures for employees working onsite and offsite and for interactions with customers, vendors and the public during the outbreak or pandemic. **Pro Action of Steuben and Yates, Inc.** is committed to providing the most current and credible information about the disease, including the way it spreads, symptoms and measures to prevent its transmission.

Reducing Transmission

To ensure a clean and safe workplace, **Pro Action of Steuben and Yates, Inc.** will conduct a regular cleaning of frequently used objects and areas, including:

- Conference rooms;
- Bathrooms;
- Cafeterias and break rooms;
- Door handles;
- Telephones; and
- Hand railings.

Employees and other individuals who enter the workplace will be advised to follow personal hygiene practices to prevent infection (e.g., hand washing with soap and water or the use of hand

sanitizer with at least 60% alcohol, avoid touching of the face) and will be provided access to basic hygiene supplies (e.g., soap, water, hand sanitizer, etc.).

Employees will be informed of and trained on the agency Sanitation Procedures for Common Areas and Shared Equipment.

Exposure Risk Assessment

Specific measures to minimize the spread of infection at each work location may be based on the risk level of exposure to employees. **Pro Action of Steuben and Yates, Inc.** may install protective devices or adopt other interventions to prevent or mitigate exposure to an infectious disease when and where feasible. Controls may include:

- Physical barriers to control spread of the disease (e.g., plastic sneeze guards); or
- Administrative controls, such as staggered work schedules to minimize the number of individuals at the workplace or allow for thorough cleaning and disinfection between work shifts.

Health Monitoring

All employees will self-monitor for symptoms and must report to a supervisor/manager or HR when they are ill or experience infectious disease symptoms as described in guidance provided by the Centers for Disease Control and Prevention (CDC) (e.g., fever, cough and shortness of breath).

Before employees report for work at any Pro Action office location, they must complete the **COVID-19 Self Certification Prior to Shift Form. If an employee answers yes to any of the self-certification questions, they are to stay home and call their supervisor.** After reviewing an employee's self-certification, if Pro Action believes that an employee is exhibiting COVID-19 symptoms, was exposed to COVID-19 or is unable or unwilling to self-certify, the employee will be asked to immediately leave the work premises and seek medical attention and applicable testing by their health care provider. Employees may not return to the workplace until cleared by a health care professional or until they are no longer experiencing symptoms for at least 10 days.

Face Coverings

The CDC recommends that individuals wear cloth face coverings in public places or when it is impossible to practice social distancing.

Employees are required to wear face masks when they are unable to maintain social distance and when exiting their office to common areas (hallways, stairwells, on way to copies, restrooms etc.).

Stay Home When Sick

Employees should not report to work when they are feeling ill or are experiencing symptoms of an infectious disease (e.g., fever, cough or shortness of breath). An employee who appears to exhibit infectious disease symptoms upon arrival at work or who becomes sick during their time at work will be separated from others and sent home.

If an employee is confirmed to have contracted an infectious disease, **Pro Action of Steuben and Yates, Inc.** will inform other employees of their possible exposure in the workplace, but the confidentiality of the infected employee will be maintained as required by the Americans with

Disabilities Act (ADA). The employee's co-workers will be instructed to self-monitor for symptoms and be provided with guidelines for doing so.

Remote Work

Employees who normally work onsite and are also capable of performing work from home or remotely may be encouraged or told to do so during an infectious disease outbreak or pandemic. The arrangement may be temporary or long-term depending on pandemic-related/contagion-related conditions such as public shelter-in-place orders, quarantines, childcare service disruptions or school closings and other related factors.

All remote or telework arrangements or requests will be determined on a case-by-case basis, considering factors including:

- Appropriateness of the job for telecommuting;
- Tenure;
- Seniority;
- Employee performance;
- Flexibility;
- The reason(s) for telecommuting; and
- The ability to work independently.

Pro Action of Steuben and Yates, Inc. will determine what equipment, if any, to provide to the employee to facilitate the remote or telework arrangement.

The employee may designate a workspace or off-site work area for installing any equipment to be used while telecommuting. The employee will be expected to maintain the workspace in a safe condition, free from hazards to people and equipment.

See the Pro Action's Telecommuting/Telework policy for additional information.

Social Distancing

Pro Action of Steuben and Yates, Inc. may implement social distancing guidelines to reduce the spread of the infectious disease in the workplace. In accordance with CDC recommendations, employees and other individuals who enter the workplace may be encouraged to maintain a minimum distance of at least 6 feet from any other person during an infectious disease outbreak or pandemic. All business meetings may be held via phone or video conference. Employees and others may be prohibited from congregating in meeting rooms, common areas and all other onsite locations.

Cleaning and Disinfection After Positive Case

In the event an employee or any other person at the workplace tests positive for an infectious disease, we will follow the cleaning and disinfection protocols in our disinfecting procedures, in accordance with CDC recommendations, including instructions and supplies for employees to disinfect their personal work areas. Employees should make efforts to avoid using other employees' phones, desks, offices or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.

Pro Action of Steuben and Yates, Inc. will take steps to clean and disinfect all facility areas that have been used or may have been used by a person with a confirmed positive test result for the disease or who exhibited disease symptoms while at work.

Travel Restrictions

Pro Action of Steuben and Yates, Inc. will evaluate the risk of employee exposure to the infectious disease from business travel, and may restrict, cancel or ban business travel as necessary to minimize or prevent risk of infection. In making such determinations, consideration will be given to any travel bans or advisories issued by government agencies, including the U.S. Department of State and the CDC.

Non-Essential Activities

During an infectious disease outbreak or pandemic **Pro Action of Steuben and Yates, Inc.** may postpone or cancel all nonessential activities, including meetings, gatherings and training sessions. Affected employees would be notified as soon as practicable.

Relocation of Essential Activities

Pro Action of Steuben and Yates, Inc. will notify all affected employees in the event essential onsite facilities or activities must be relocated and will provide instructions to continue or resume essential functions.

Vaccination

Pro Action of Steuben and Yates, Inc. will attempt to make a vaccine for the infectious disease accessible at the workplace once a vaccine is publicly available. Employees are encouraged to contact their doctor or healthcare provider to get vaccinated.

ATTENDANCE AND LEAVE

Attendance

Pro Action of Steuben and Yates, Inc.'s attendance policies will remain in place during an infectious disease outbreak or pandemic, unless otherwise notified. If an employee has a challenge (e.g., childcare issues in the event of a school closure), they should speak to their supervisor/manager to determine an alternative plan.

Employees will be notified of any work schedule changes caused by an infectious disease outbreak or pandemic. Requests to adjust individual work schedules will be addressed on a case-by-case basis.

Leave

If an employee is out of work because of exposure to an infectious disease, or other illness or condition recognized by federal, state or local law, the employee may be required to submit additional information and documentation for such absence. When leave is foreseeable, an employee should provide notice of leave to their supervisor and HR as soon as is practicable. After the first workday of paid sick time, employees should continue to follow reasonable notice procedures and provide documentation to HR in order to continue receiving paid leave. Additional information and leave requirements may be found in the Emergency Paid Sick Leave Policy and/or specified federal or state leave programs.

To the extent permissible by law, **Pro Action of Steuben and Yates, Inc.** may modify its leave policies in force during normal operations to reflect conditions during a declared infectious disease outbreak or pandemic.

RETURN TO WORK

Employees who have tested positive for an infectious disease (e.g., COVID-19) or who have isolated or quarantined with symptoms of infection may return to work when they have met the following criteria:

- Provide documentation of confirmed negative results of an FDA-approved test for the infectious disease (confirmed means a second test validates an initial positive test or screen); or
- The employee has had no fever for at least 72 hours (that is, three (3) full days of no fever without the use of medicine that reduces fevers); **and**
- Respiratory symptoms have improved (for example, cough or shortness of breath have improved); **and**
- At least 10 days have passed since their symptoms first appeared.

Pro Action of Steuben and Yates, Inc. understands that doctors and other health care professionals may be too busy during and immediately after an outbreak to provide fitness-for-duty documentation. **Pro Action of Steuben and Yates, Inc.** may rely on other credible sources such as local clinics to provide a form, a stamp or an email to certify that an individual does not have an infectious disease.

COMPENSATION

Employees will be paid for all hours worked during an infectious outbreak or pandemic.

Employees will be notified of any changes in pay rates for non-exempt employee hourly rate of pay or exempt employee salary as a result of long-term business needs caused by significant business disruption or economic shutdown due to an infectious disease outbreak or pandemic.

FURLOUGHS/LAYOFFS AND CLOSINGS

In the event of a temporary or permanent closing due to unforeseen business circumstances related to the infectious disease outbreak or pandemic, employees will be notified as soon as practicable concerning a furlough, layoff or business closing, including an explanation as to why notice was not provided if a furlough/layoff is implemented without advance notice.

Employees subject to a furlough/layoff under this policy will be notified about available benefits and where to obtain additional information and guidance.

ONSITE WORK PROHIBITED

Pro Action of Steuben and Yates, Inc. reserves the right to prohibit an employee or another individual with a confirmed positive test or who is displaying symptoms (even without a confirmed positive) or has been in close contact with someone with a confirmed or presumed positive test

for an infectious disease from entering onsite facilities, programs and functions if a determination is made that the entry introduces a recognized hazard to the workplace and the restriction protects the safety and health of employees, customers and others. Where possible, every effort will be made to accommodate such employees prohibited from onsite work with remote work, or other alternative work.

CONFIDENTIALITY

Infectious disease-related diagnostic information about employees will be treated as confidential, privileged information. All information about an employee's illness will be treated as a confidential medical record in compliance with the Americans with Disabilities Act (ADA). The employer will adhere to all federal, state and local public health reporting requirements.

NO RETALIATION

Employees who raise a concern or make a complaint regarding any aspect of this policy in good faith will not be retaliated against or penalized in any manner. Any employee who believes they have been retaliated against in violation of this policy should notify **the CEO, AED, COO, or HR** immediately.

ADDITIONAL INFORMATION

Employees may contact **the CEO, AED, COO or HR** with questions regarding this policy.



Agency Wide Procedures for Sanitation

1. The **purpose** of these procedures is to provide step-by-step processes for daily disinfecting of common areas, shared equipment, and high-touch surfaces in the office work environment. Please refer to **Appendix A** for a list of these locations and items.
2. The **goal** of these procedures is to reduce the likelihood of exposure to illnesses, including the flu, common cold and the COVID-19 virus.
3. Employees are accountable for conducting sanitation and disinfecting processes daily, following the steps in these procedures. It is expected that all employees incorporate these processes into their daily work routines.
4. Signs with step-by-step instructions for disinfecting will be posted near every copier, appliance, and other frequently touched item.
5. These procedures are in place for the protection of everyone. If you have a question or concern about any procedure, ask your supervisor or HR.

Cleaning and Disinfecting Procedures:

Routine cleaning removes visible dirt but does not kill or remove germs. Daily efforts must be dedicated to disinfecting common areas, high-touch surfaces, shared spaces, and equipment used by more than one person. These processes are to be followed to ensure effective disinfecting. ***

Disinfecting kits are available in several areas on every floor. It is the expectation that every employee will follow the disinfecting processes. All cleaners and disinfectants are in their original containers or clearly labeled spray bottles. **Safety Data Sheets** for each product are available. At a minimum, each kit contains items needed to properly sanitize /disinfect. The following items may be included in kits as we are able to source them:

- Disposable gloves
- Disinfecting wipes containing at least 60% alcohol
- Soap solution in a labeled spray bottle
- 70% Isopropyl Alcohol in a labeled spray bottle
- Other EPA approved disinfectant solution in a labeled spray bottle or the original container
- Paper towels
- Cotton swabs

Employees are responsible for disinfecting their desk, computer, phone, and other equipment/supplies at the beginning and end of each shift. Additionally, every work area is to be disinfected before an employee leaves and returns to it, for example, before going to lunch and upon coming back from lunch.

[Guidelines from the CDC](#) are to wear disposable gloves to clean and disinfect. Please see **Appendix B** for how to safely remove disposable gloves**.

*** Before disinfecting anything, ***the first step will always be to wash your hands*** following the [CDC's Handwashing Procedure](#) and to ***put on disposable gloves***.

*** The ***final step*** in every disinfecting process is to ***remove your gloves***, following the instructions in Appendix B and ***wash your hands*** following the CDC's Handwashing Procedure.

If surfaces are visibly dirty, start by cleaning them with soap solution and allowing to dry, prior to disinfecting.

** ***A note about disposable gloves:*** Wearing disposable gloves can give us a false sense of security and a feeling that it is safe to do things or touch items – when it really is not. During the cleaning process, even while wearing gloves, do not touch your face, clothing, etc. Do not touch any items that are not the ones you are cleaning. Do not open a door for someone, answer your phone or do other things that could result in cross-contamination of your gloves or surfaces.

The processes for cleaning high touch surfaces and shared equipment are as follows:

- **Desks, tabletops, countertops, and other solid surfaces including furniture:**
 - Tip: While disinfecting tables and desks, remember to also disinfect the backs, seats, and arm rests of chairs!
 - **Step 1:** Using the EPA approved disinfectant sprayed onto the surface or a paper towel - or a pre-moistened wipe containing at least 60% alcohol, do a **one-way** wipe of the surface. Wipe the surface *in one direction*. Do not go back over it in the opposite direction as that could re-deposit germs onto the surface.
 - **Step 2:** Allow the surface to completely air dry.
 - **Step 3:** Dispose of paper towels in trash.

- **Items on Your Desk**
 - Tip: Consider limiting items on your desk to necessities and removing accessories and decorative items.
 - Follow the process for disinfecting shared equipment and supplies (below) for disinfecting items on your desk.

- **Copiers/Printers**
 - Tip: Think twice before printing or copying. Can you get by with a digital copy?
 - Tip: Use a stylus pen so you do not physically touch the copier.
 - Tip: Products containing bleach or ammonia can damage electronics. 70% Isopropyl Alcohol or available disinfectant should be used. (Do not use 100% Isopropyl Alcohol – it evaporates too quickly to effectively disinfect).

See signs posted near copiers for step-by-step instructions.

- **Step 1:** Spray 70% Isopropyl Alcohol or available disinfectant onto a paper towel and wipe surfaces in one direction. If Isopropyl Alcohol is not available, a disinfecting wipe that does not contain bleach or ammonia may be used. **Never spray any cleaning solution directly onto the printer or copier.**
- **Step 2:** Wipe down areas that you touched on the machine:
 - Touch Screen, Control Panels and Keypad

- Power Button
 - Paper Tray Handle (inside and outside)
 - Document and Envelope Feeders
 - Face Up Trays – top and below - and Multi-purpose trays
 - Any area that has had / will have, human hand contact
 - **Step 3:** Allow all areas to dry completely.
 - **Step 4:** Dispose of paper towels in appropriate trash can.
- **Shared Equipment and Supplies (Paper Cutter, 3-Hole Punch, etc.)**
 - Please see **Appendix A** for a list of Shared Equipment and Supplies. Every item must be properly disinfected before and after every use.
 - **Step 1:** Use a disinfecting wipe or EPA approved cleaning solution sprayed on a paper towel, to wipe down each individual item.
 - Use a different wipe or towel for each item. Clean one item and dispose of the wipe or paper towel before cleaning another one.
 - Wipe down all parts of each item – not just the areas obviously touched – for example, the underside of the arm of the stapler, the bottom of the paper cutter.
 - **Step 2:** Allow every item to air dry before touching or using.
 - **Step 3:** Make sure all wipes/paper towels are in the trash.
 - **Landline Phones**
 - **Step 1:** If you can, unplug your phone so you do not accidentally call someone while cleaning it.
 - **Step 2:** Use a disinfecting wipe or EPA approved cleaning solution sprayed on a paper towel to wipe down each individual part of your entire phone. Wipe down the keypad, handset, cord, bottom of the phone, etc. Allow to dry.
 - **Step 3:** Allow the entire phone to air dry, then plug it in and replace the handset.
 - **Step 4:** Put all paper towels into the trash.
 - **Cell Phones:**
 - **Tip:** Never share your cell phone or borrow someone else's phone.

- **Tip:** It is recommended that you clean your cell phone and case once or twice per day; more if you put it on surfaces that could be contaminated.
 - **Step 1:** Remove your phone from the case and power it down.
 - **Step 2:** Use a disinfecting wipe to gently wipe down your phone, avoiding the ports.
 - **Step 3:** Allow phone to dry for 5 minutes.
 - **Step 4:** Wipe down with a clean, dry paper towel.
 - **Step 5:** Repeat steps 2 through 4 with your phone case before putting your phone back into it.
- **Keyboards**
 - **Step 1:** If your keyboard is plugged into your computer, disconnect it.
 - **Step 2:** Using a cotton swab dipped in cleaning solution, clean between each key. As the swab becomes dirty, put it into the trash and replace it with a new one.
 - **Step 3:** Use a paper towel sprayed with EPA approved cleaning solution to wipe down the entire keyboard.
 - **Step 4:** Allow to air dry.
 - **Step 5:** Make sure all swabs, towels, wipes are in the trash.
- **Water Cooler / Water Dispensers on Refrigerators**
 - Any surfaces that your water container or hands touch when getting water should be disinfected both before and after use.
 - **Step 1:** Spray EPA approved cleaning solution onto a paper towel and wipe down all parts of the water dispenser.
 - **Step 2:** Allow to air dry.
 - **Step 3:** Put all paper towels into the trash.
- **Microwave Ovens / Coffee Makers / Refrigerator** - These items and any and all other “kitchen” appliances, utensils, etc., should be disinfected before and after being touched by human hands – every single time. Clean all surfaces that are commonly touched and the surrounding areas, as follows:

- **Microwave:**

- Tip: Bring lunch from home that does not require heating.
- Tip: Clean the inside of the microwave and the glass plate if anything spills or splatters while you are using it.
- **Step 1:** Using EPA approved cleaner sprayed onto a paper towel, wipe down the door and door handle, keypad and any other parts (such as the top or side edge of the door) that are likely to be touched.
- **Step 2:** Allow to air dry before touching.
- **Step 3:** Make sure all paper towels are in the trash.

- **Coffee Maker:**

- Tip: Bring coffee from home in a travel mug.
- **Step 1:** Using and EPA approved cleaning solution sprayed on a paper towel, clean the water dispenser, handle, base, and all other parts of the coffee maker that could be touched.
- **Step 2:** Allow to air dry.
- **Step 3:** Make sure paper towels are in the trash.

- **Refrigerator:**

- Tip: Know the location of items you want to remove from the refrigerator and only touch those items.
- Tip: Bring your lunch in an insulated lunch bag and keep at desk.
- **Step 1:** Disinfect door handles and surrounding area of door (including behind handles) using an EPA approved cleaning solution sprayed on a paper towel.
- **Step 2:** Use the same method to clean any interior areas of the refrigerator that you will touch or have touched.
- **Step 3:** Put paper towels into the trash.

- **Vending Machines:**

- **Tip:** Do not touch any areas of the vending machine that you don't need to, such as the glass front.
- **Tip:** Have the exact change so you don't need to touch the coin return.
- **Step 1:** Using an EPA approved disinfectant sprayed onto a paper towel, clean the areas of the vending machine that you will touch/have touched, before and after use, including the item selection key pad and door that is opened to obtain your selection.
- **Step 2:** Allow surfaces to dry completely before touching.
- **Step 3:** Put paper towels into the trash.

- **Vehicles:**

- **Cleaning kits containing items needed to properly disinfect high touch surfaces will be accessible in every agency owned vehicle.**
- **Tip:** Always wash your hands before and after driving and after fueling the vehicle. If not able to wash hands, used hand sanitizer containing at least 60% alcohol. Allow hand sanitizer to dry before driving or resuming activities.
- **Tip:** Never use bleach or ammonia inside of a vehicle and always properly ventilate the vehicle by opening the windows before cleaning the interior.
- **Tip:** Never use alcohol based or other cleaners near ignition sources such as the running motor of a vehicle.
- **Step 1:** Refer to Appendix C for guidance on high-touch areas in vehicles that should be disinfected before and after every use.
- **Step 2:** Excessively dirty surfaces should be cleaned with soap and water and allowed to dry prior to disinfecting.
- **Step 3:** Disinfect high touch surfaces in the vehicle before and after use by spraying EPA approved disinfectant onto a paper towel and wiping down surfaces. Allow surfaces to dry completely.
Note: Do not get surfaces, especially touch screens/electronics excessively wet and never spray them directly with cleaning solution.
- **Step 4:** Dispose of paper towels, gloves in trash.



Procedures for Cleaning and Sanitizing Appointment Rooms Between Visits

1. The **purposes** of these procedures is to provide step by step guidance, based on CDC and WHO recommendations, for cleaning and disinfecting rooms where staff meet with customers or visitors. Additionally, **Appendix A** of this document provides guidance on preparing for and conducting these meetings in order to make them as safe as possible for employees and guests.
2. The **goal** of these procedures is to protect both employees and customers/visitors, and to reduce the likelihood of exposure to illnesses, including the flu, common cold and the COVID-19 virus.
3. Employees are **accountable** for following these sanitation and disinfecting steps before and after every use of appointment rooms. It is expected that the process will be incorporated into the daily work routines of employees who utilize the appointment rooms.
4. Signs with step by step **instructions** for cleaning and disinfecting will be posted in every appointment room, along with a cleaning checklist (Please see **Appendix C**) that is to be completed and initialed by the staff performing the cleaning and disinfecting.
5. These procedures are in place for the **protection** of everyone. If you have a question or concern about any procedure, ask your supervisor or HR.

Cleaning and Disinfecting Procedures:

Routine cleaning removes visible dirt but does not kill or remove germs. Daily efforts must be dedicated to disinfecting appointment rooms. These processes are to be followed to ensure effective disinfecting. ***

Disinfecting kits are available in each appointment room. It is the expectation that every employee will follow the process of disinfecting surfaces in the room before and after every appointment. All cleaners and disinfectants are their original containers or clearly labeled spray bottles. **Safety Data Sheets** for each product are available. At a minimum, each kit contains items needed to properly sanitize /disinfect. The following items may be included in kits as we are able to source them:

- Disposable gloves
- Disinfecting wipes containing at least 60% alcohol
- Soap solution in a labeled spray bottle
- 70% Isopropyl Alcohol in a labeled spray bottle
- Other EPA approved disinfectant solution in a labeled spray bottle or the original container
- Paper towels

Employees are responsible for disinfecting all surfaces in the appointment room that will potentially be touched or were touched by the employee and the customer they are meeting with.

These surfaces may include but are not limited to the following:

- Hardware/handles/knobs/controls on doors, windows, air conditioning units, radiators.
- Chairs used or to be used by both the employee and customer, including arms, backs, seats of the chair.
- The area of the desk(s) or table(s) where both the employee and customer will be seated or were seated during the meeting.
- Any other items or surfaces touched by either person – phone, computer, projector, remote control, screen, power cords, speakers, outlets, light switches, office supplies, window blinds, etc.
- Drawer and cabinet fronts, handles/knobs and interior surfaces.

[Guidelines from the CDC](#) are to wear disposable gloves to clean and disinfect. Please see **Appendix B** for how to safely remove disposable gloves**.

*** Before disinfecting anything, ***the first step will always be to wash your hands*** following the [CDC's Handwashing Procedure](#) and to ***put on disposable gloves***.

*** The ***final step*** in every disinfecting process is to ***remove your gloves***, following the instructions in Appendix B and ***wash your hands*** following the CDC's Handwashing Procedure.

If surfaces are visibly dirty, start by cleaning them with soap solution and allowing to dry, prior to disinfecting.

** *A note about disposable gloves:* Wearing disposable gloves can give us a false sense of security and a feeling that it is safe to do things or touch items – when it really is not. During the cleaning process, even while wearing gloves, do not touch your face, clothing, etc. Do not touch any items that are not the ones you are cleaning. Do not open a door for someone, answer your phone or do other things that could result in cross-contamination of your gloves or surfaces.

The processes for cleaning touched surfaces and shared items are as follows:

- **Hardware/handles/knobs/controls on doors, windows, air conditioning units, radiators.**
 - **Step 1:** Spray** EPA approved disinfectant onto a paper towel and wipe down these items (or use a disinfectant wipe). Allow everything to air dry without touching them.
 - **Step 2:** Dispose of paper towels in the trash. Remove and dispose of your gloves according to directions in Appendix B.
 - **Step 3:** Wash your hands following the CDC's recommended hand washing procedure.
 - ** **NOTE:** Never spray cleaner directly onto or into an air conditioner or radiator.

- **Chairs, tables, drawers and cabinets (including fronts, interiors and hardware/knobs/pulls), other non-porous surfaces:**
 - **Step 1:** Spray EPA approved disinfectant onto a paper towel or use a disinfecting wipe to wipe surfaces in one direction. Allow surfaces to air dry without touching them. Make sure you wipe down all areas that were touched, including the backs and arms of chairs and edges of tables.
 - **Step 2:** Dispose of paper towels in the trash. Remove and dispose of your gloves according to directions in Appendix B.
 - **Step 3:** Wash your hands following the CDC's recommended hand washing procedure.

- **Electronics and Phones:**
 - **Step 1:** Using an EPA approved disinfectant sprayed** onto a paper towel, wipe down all areas of any computers, mice, speakers, phones, projectors, remote controls, power cords (after unplugging!) that were touched. Allow items to air dry.
 - **Step 2:** Dispose of paper towels in the trash. Remove and dispose of your gloves according to directions in Appendix B.
 - **Step 3:** Wash your hands following the CDC's recommended hand washing procedure.
 - **Note: Never spray anything directly onto a computer, mouse, phone, projector, remote control, power cord, speaker, phone or other electronic device.**

- **Other: Light switches, window blinds, office supplies, etc.**
 - **Step 1:** Spray EPA approved disinfectant onto a paper towel or use a disinfecting wipe. Wipe down surfaces that were touched and the area immediately surrounding where the items were touched. Allow everything to air dry.
 - **Step 2:** Dispose of paper towels in the trash. Remove and dispose of your gloves according to directions in Appendix B.
 - **Step 3:** Wash your hands following the CDC's recommended hand washing procedure.

APPENDIX A – Procedures for Cleaning and Sanitizing Appointment Rooms Between Visits

Safety Protocols Before, During and After Your Appointment

Prior to Your Appointment –

1. Let your customer know what to expect at the appointment. Make sure they understand that they will be required to wear a face mask and that if they don't have one, a mask will be provided to them. Let your customer know that they should feel comfortable calling you to reschedule the appointment if they aren't feeling well. Let them know the process for coming into the building and checking in.
2. Clean the room as outlined in Cleaning and Disinfecting Procedures and set up the room ahead of time for a safe appointment. Know where you are going to sit and where you want the person you are meeting with to sit. Your seats should be a minimum of 6 feet apart.
 - a. Remove additional chairs that are nearby to avoid the possibility of your customer sitting where you don't want them to.
3. Make sure you have all of the equipment, supplies, paperwork, etc. that you need and bring it into the appointment room ahead of time.
4. Make sure there are enough writing utensils, so nobody has to share.
5. If weather permits, open windows and/or doors so the ventilation in the room is as good as possible.

6. Disinfect the surfaces in the room that will be used/touched by you and your customer.
7. Make sure the door to the appointment room is open so nobody has to touch the door handle when you escort your customer into the room. If possible, it should remain open during the appointment to allow for better ventilation, if that isn't detrimental to customer confidentiality.
8. Stay at least 6 feet behind or ahead of your customer when you escort them into the appointment room. If you enter the room first, sit in your seat and instruct them when you are ready for them to come in and sit down. Or let them enter the room first and go in after they are seated.

During Your Appointment –

1. Avoid all physical contact with your customer. Greet your customer and make them feel welcome in a friendly manner without shaking hands or other touching. Avoid touching any children who are present.
2. Take extra precautions if you have forms or paperwork that need to be reviewed or completed with your customer. Be conscious of not touching your face during your meeting and make sure you are remaining 6 feet apart.
3. Do not share pens, notepads, folders, etc.
4. Whenever possible, a limit of two (2) people per appointment room should be adhered to. The only exceptions to this would be if a customer needs someone else to be present as a translator or for health and safety reasons.
5. Animals/pets are not permitted in appointment rooms unless they are a working service animal.

After Your Appointment –

1. Leave windows open if already open or open them if they're not.
2. Follow the Procedures for Cleaning Touched Surfaces and Shared Items (above).
3. Complete the Chart for Cleaning of Appointment Rooms.
4. Wash your hands for 20 to 30 seconds, following the CDC's recommended hand washing procedure.

**Appendix C – Appointment Room Cleaning Checklist –
What needs to be cleaned before and after every customer/visitor appointment**

| What Needs Cleaned | Completed By | Date | Comments |
|---|---------------------|-------------|-----------------|
| Door Hardware | | | |
| Window Hardware | | | |
| A/C Controls | | | |
| Radiator Controls | | | |
| Chairs | | | |
| Tables | | | |
| Drawer and cabinet fronts, interiors and hardware | | | |
| Electronics and Phones | | | |
| Light Switches | | | |
| Window Blinds | | | |
| Office Supplies | | | |



Procedures on Cleaning and Disinfecting Facilities with Suspected/Confirmed COVID-19

Pro Action follows the Centers for Disease Control (CDC) and World Health Organization (WHO) recommendations for cleaning and disinfecting any Pro Action facility where a person suspected of having or known to have COVID-19 has been.

These procedures are based on guidance provided by the CDC and WHO and sets forth the procedures to be taken for cleaning and disinfecting in facilities where persons suspected or known to have COVID-19 have been.

1. All areas such as offices, bathrooms, common areas and shared electronic equipment used by the ill person will be ventilated for 24 hours or for as long as practical. These areas will then be cleaned and disinfected.
2. The cleaning and disinfecting processes will follow CDC Guidelines in terms of procedures, products used and Personal Protective Equipment.
3. Only staff trained in the proper procedures for cleaning and disinfecting the impacted areas will participate in this process.
4. Staff working in the impacted areas will be relocated or sent home, depending on the circumstances and availability of alternative space to work.
5. If it is determined that an extensive area of the facility has been impacted (for example, multiple rooms, stairwells, common areas, etc.), the facility may close to allow for proper ventilating, cleaning and disinfecting.

Cleaning and Disinfecting Procedures:

Cleaning refers to removing dirt from surfaces and does not remove or kill all germs.

Disinfecting is the process of using chemicals, preferably EPA approved disinfectants, to kill germs that remain on surfaces after cleaning.

The following procedure will be used to clean and disinfect any Pro Action facilities known to have been occupied by someone with suspected or confirmed COVID-19:

1. Ventilation –

- a. Close off areas visited by the ill person(s). Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.

2. Cleaning –

- a. If surfaces are visibly dusty or dirty, they should be cleaned using detergent or soap and water and allowed to dry prior to disinfecting.

3. Disinfecting –

- a. Most common EPA approved disinfectants should be effective. We will follow the manufacturer's instructions on disinfectants, regarding concentrations, application, surface contact time, and proper ventilation both during and after use of the products.
- b. According to the CDC, unexpired household bleach will be effective against coronaviruses when properly diluted and used correctly. We may also use a solution of 1/3 cup of bleach per gallon of water or 4 teaspoons of bleach per quart of water to disinfect hard surfaces.
- c. Care will be used to make sure that different disinfecting products are not mixed and that there is proper ventilation when using them.

The following table provides guidance on how to clean and disinfect different surfaces and items.

| Surface | Cleaning and Disinfecting Method |
|----------------------------|---|
| Hard (Non-Porous) Surfaces | <ol style="list-style-type: none"> 1. Clean with detergent or soap and water to remove surface dirt. Allow to dry. 2. Disinfect using EPA approved disinfectant or bleach solution according to manufacturer's directions. Allow to dry. |
| Soft (Porous) Surfaces | <ol style="list-style-type: none"> 1. For carpets, rugs, drapes, remove visible debris and clean with cleaners indicated for use on those surfaces. 2. If items can be laundered, do so according to manufacturer's instructions using the warmest water possible. Dry items completely. 3. Consider removing smaller rugs or carpets from the area completely, so there is less that needs to be vacuumed. Use a vacuum equipped with a high-efficiency particulate air (HEPA) filter, if available. Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms. Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility. |
| Linens, Clothing | <ol style="list-style-type: none"> 1. Do not shake dirty linens, clothing, towels, etc. This can disperse germs into the air. 2. Wash items according to manufacturer's instructions using the warmest water possible. Dry items completely. 3. Clean and disinfect any containers that were used to transport dirty laundry and any surfaces that the dirty laundry had contact with. |

Personal Protective Equipment for Cleaning

According to the CDC, there is an inherently low risk to staff performing cleaning tasks. However, the following PPE will be utilized by staff who are cleaning and disinfecting spaces where someone with a known or suspected case of COVID-19 has been:

- Disposable gloves compatible with the products being used.
 - Change gloves if they become visibly dirty.
 - Follow proper procedure for removing used gloves.
 - Clean hands after removing gloves.
- A disposable TYVEK Suit
- Cleaning staff must immediately report to their supervisor if any PPE fails (for example, a glove tears), or if they have any other potential exposures.



Maintenance Department Procedures for Daily Disinfecting of Common Areas, Shared Equipment and High Touch Surfaces

1. The **purpose** of these procedures is to provide a consistent process for the Maintenance Department to follow for the daily disinfecting of common areas, shared equipment, and high-touch surfaces in the office work environment.
2. The **goal** of these procedures is to reduce the likelihood of employees being exposed to illnesses, including the flu, common cold and the COVID-19 virus.
3. The processes in this document will be done by the Maintenance Department every day and the corresponding checklist will be completed each day and approved by the Facilities Manager. Checklists will be maintained in a binder in chronological order.

Cleaning and Disinfecting Procedures:

Routine cleaning removes visible dirt but does not kill or remove germs. Daily disinfecting will be done using the following processes.

Prior to beginning the disinfecting process, Maintenance Staff will wash their hands and put on disposable gloves. **

After completing the disinfecting procedures, Maintenance Staff will remove their gloves, following the guidelines in Appendix B, and wash their hands, following the CDC's guidelines for hand washing (Appendix C).

Paper towels used for cleaning should be thrown away and replaced frequently with a new paper towel.

| Surfaces to be Disinfected Daily | Process for Disinfecting |
|---|---|
| Handles and hardware and surrounding areas on exterior doors | <p>Step 1: Spray EPA approved disinfectant onto a paper towel and wipe door handles/hardware and surrounding area.</p> <p>Step 2: Allow to air dry.</p> |
| Knobs and locks of interior doors throughout the building | <p>Step 1: Wipe down all door hardware and surrounding area with a paper towel sprayed with an EPA approved disinfectant.</p> <p>Step 2: Allow to air dry. Advise employees working in rooms to allow knobs, etc. to air dry.</p> |
| <p>Bathrooms:</p> <ul style="list-style-type: none"> • Toilets including flush handles • Sinks including faucets • Soap dispensers • Paper towel holders • Door hardware and locks | |
| <p>Vending machines:</p> <ul style="list-style-type: none"> • Keypad/Buttons • Door Area • Coin Return | <p>Step 1: Using an EPA approved disinfectant sprayed onto a paper towel, wipe down the areas of the vending machine likely to be touched during use.</p> <p>Step 2: Allow surfaces to dry.</p> |
| Water Coolers: | <p>Step 1: Spray EPA approved disinfectant onto a paper towel and wipe down all parts of the water dispenser that a beverage container or hands may touch.</p> <p>Step 2: Allow to air dry.</p> |
| Stair Railings Throughout the Building | <p>Step 1: Spray EPA approved disinfectant onto a paper towel and wipe down stair railings on every floor of the building.</p> <p>Step 2: Allow to air dry.</p> |
| <p>Copiers:</p> <ul style="list-style-type: none"> • Touch Screen, Control Panels, Keypad • Power Button • Paper Tray Handles / Feeders | <p>Step 1: Spray EPA approved disinfectant onto a paper towel and wipe down surfaces in one direction.</p> <p>Step 2: Allow all surfaces to air dry before anyone uses the copier.</p> |
| Conference / Appointment Rooms | |

| | |
|---|---|
| <p>Break Areas:</p> <ul style="list-style-type: none"> • Microwaves • Coffee Makers • Refrigerators (handles and door) • Tables and Chairs • Countertops | <p>Step 1: Wipe down all areas likely to be touched during use with a paper towel sprayed with an EPA approved disinfectant.</p> <p>Step 2: Allow to air dry.</p> |
| <p>Elevator Buttons and Surrounding Area (Inside and Outside)</p> | |
| <p>Vacuum throughout building</p> | |
| <p>Mop throughout building</p> | |

**** A note about disposable gloves:** Wearing disposable gloves can give us a false sense of security and a feeling that it is safe to do things or touch items – when it really is not. During the cleaning process, even while wearing gloves, do not touch your face, clothing, etc. Do not touch any items that are not the ones you are cleaning. Do not open a door for someone, answer your phone or do other things that could result in cross-contamination of your gloves or surfaces.

COVID-19 Re-Opening Daily Cleaning Log **

Date: _____

| Items Cleaned | Time | Initials | Comments |
|---|------|----------|----------|
| Handles and hardware and surrounding areas of exterior doors (x5) | | | |
| Light switches throughout the building | | | |
| Knobs and locks of interior doors throughout the building | | | |
| Bathrooms (x10): <ul style="list-style-type: none"> Toilets including flush handle Sinks including faucets Soap dispensers Paper towel holders Door hardware and locks | | | |
| Vending Machines (x2) <ul style="list-style-type: none"> Keypad/Buttons Door Area | | | |
| Water Coolers (x2) | | | |
| Stair Railings throughout the building | | | |
| Copiers (x4) | | | |
| Conference (Appointment) Rooms (x3) | | | |
| Break Areas (x5): <ul style="list-style-type: none"> Microwaves Coffee Makers Refrigerators (handles and door) Tables and Chairs Countertops | | | |
| Elevator Buttons and Surrounding Area (Inside and out) | | | |
| Vacuum Throughout Building | | | |
| Mop Throughout Building | | | |

*** To be completed by Maintenance Staff and submitted to Facilities Manager for approval.
Retain daily logs in 3-ring binder.*

Approved by: _____ Date: _____

COVID-19 Communications Plan

Goal: The goal of the communications plan is to communicate timely and accurate information to both internal and external stakeholders during the COVID-19 Pandemic. Pro Action of Steuben and Yates, Inc. will utilize the most current information and guidance provided by State and County Health Departments and the CDC to provide continual updates and key messages as they relate to agency operations and services. Communications will align with the agency mission and consistently aim to include three components:

- Compassion and empathy
- Pro Action is here for you and our communities
- We are all in this together

Pro Action is committed to providing clear, transparent, and timely updates to all audiences including staff, Board of Directors, customers, community partners and members.

Modalities of communications tools include:

- Virtual Meetings (Zoom, MS Teams, etc.)
- Email
- Electronic Newsletters
- Phone
- Videos
- Social Media
- Website
- US Postal Service

Pro Action Staff:

- Receive weekly email updates from Agency CEO, or as needed
- Departments hold virtual meetings with staff to pass down information in a timely manner, members of the Executive Administration Team attend regularly to provide updates.
- Employee Newsletters are distributed monthly to reinforce any agency wide updates and/or policy/procedure changes.
- Cell phone number of CEO has been provided to all for staff to reach out if needed

Pro Action Board:

- CEO minimally provides a monthly written and verbal report to the Board of Directors or as needed

Pro Action Customers:

- Pro Action utilizes various tools to keep customers informed of agency//program operations and changes including:
 - Video Calls
 - Email
 - Social Media

- Website
 - Phone Calls
 - Newsletters
 - US Postal Service
- Department Directors and staff take the lead in communicating with their customers about program changes or needs that may be occurring.

Community Partners:

- Pro Action utilizes various tools to keep Community Partners informed of agency/program operations and changes including:
 - Video Calls
 - Email
 - Social Media
 - Website
 - Phone Calls
 - Newsletters

Community at Large:

- Pro Action utilizes various tools to keep the community informed of agency/program operations and changes including:
 - Video Calls
 - Email
 - Social Media
 - Website
 - Phone Calls
 - Newsletters