

OPPORTUNITIES, INC. OPERATIONAL GUIDELINES FOR PANDEMIC EVENTS (such as COVID-19 Coronavirus)

PLAN OF ACTION – Pertains to all facilities

1. OPPORTUNITIES, INC. TASK FORCE

- a. Monitor CDC, work with state and local health authorities
- b. Provide pertinent information/recommendations to Leadership Team
 - i. Task Force consists of:
 - 1. President/CEO
 - 2. Vice President Mission Services
 - 3. Vice President Operations
 - 4. Manager Employee Services
 - 5. Vice President Employee Services

2. COMMUNICATION

- a. Corona Virus Update/Protocol – sent 03.12.2020
- b. Posters/digital messaging boards
 - i. Cough and sneeze – into tissue or sleeve
 - ii. Wash hands often with soap and water for at least 20 seconds.
 - 1. Sanitizer can be supplemented only if soap and water are not available.
 - iii. Fever & Cough – encouraged not to report to work

3. GENERAL PROTOCOLS

- a. Policy enforced that prohibits staff from coming to work with a fever and may not return to work until they have been fever-free for 24 hours without the use of fever-reducing medications.
- b. Task Force to determine business critical roles in the event remote work is required.
- c. For limited duration, dependent on prevalence of outbreak, we will suspend normal attendance standards so staff may call in with flu-like symptoms without fear of reprisal.
- d. Screening protocol for in-person interviews and Front desk walk-ins
- e. Screening protocol for employees that travel
 - i. In event of an employee traveling, prior to returning, department manager will contact and question to see if there was possible contact with affected person.

- ii. Protocol for employee returning will be dependent upon guidance from Jefferson County Health Department
- f. Social Distancing practices shall be put into place when appropriate as conditions dictate.
 - i. Limiting face-to-face meetings
 - ii. Using email, tele-conferencing and other forms of virtual communications/meeting
 - iii. Suspending business-related travel

4. CLEANING PROTOCOLS

- a. Opportunities, Inc. Janitorial Services will continue to maintain clean and hygienic common areas
- b. Individuals are encouraged to maintain their own touch points and work space
 - i. Continue to practice good housekeeping and good hygiene
 - ii. Wipe down any shared equipment or space at the end of your shift

5. CONFIRMED DIAGNOSIS

- a. In the event of a confirmed diagnosis of an Opportunities, Inc. Employee, Participant or Visitor, Task Force will develop communication and response plan
- b. Follow the protocol set forth by the Jefferson County Health Department.
- c. Contact numbers for Jefferson County Health Department
 - 1. Phone - 920-674-7275
 - 2. Fax – 920-674-7477

DELEGATION OF AUTHORITY

At the height of a pandemic wave, absenteeism maybe significant, as such, Opportunities, Inc. has established delegations of authority to take into account the expected rate of absenteeism and regional nature of the outbreak to help assure continuity of operations over an extended time period. Each department shall review and update their chain of command in order to preserve continuity of services in the event of their extended absence.