

Great Changes COVID-19 “Return to Work” Preparedness and Response Plan

GENERAL HEALTH

i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR’s guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase III guidelines
4. Employer should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



-Via Restore Illinois Business Guidelines

Great Changes Counseling Services will be reopening to conduct in-person sessions. Meeting in person will be at the discretion of the therapist and the client. Either may choose to continue with Telehealth sessions and new clients may opt to begin with Telehealth sessions. Great Changes will be adhering to the guidelines set by the CDC, OSHA, and the Restore Illinois Plan in order to open the office.

Therapists and clients who exhibit symptoms of illness, including COVID-19 will be told to stay home; telehealth may be utilized in this case. Therapists should contact Maureen immediately if experiencing COVID-19 symptoms so that anyone they have been in contact with during the previous 48 hours can be informed.

Any of the following symptoms could indicate a COVID-19 infection:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

The office will be set up to adhere to social distancing practices. This will include all seating spaced 6 feet apart, less seating in general, and tape guidelines. Everyone in the office will be required to wear masks when in the common area and when they cannot maintain 6 feet of distance. Therapists will clean all touched surfaces such as door handles, phones, computers and the credit card station after each use or after each session. Each office will have proper sanitizing supplies. Therapists will be responsible for sanitizing their offices after each client and at the end of the day.

Clients should remain in their cars until notified by phone call or text to come in. Clients should utilize the sanitizing stations outside of each office upon entering and leaving. While inside the office, clients must adhere to the mask and social distancing guidelines. Once in the therapist's office, both client and therapist can decide to remove their masks once they are seated 6 feet away and only if both the client and the therapist agree.

Clients and therapists should remain 6 feet away during exchanges of payments or paperwork, which should be touchless if possible. This can be done by sending paperwork electronically, taking payments by entering card information instead of swiping, etc..

As more information is presented or guidelines change, procedures may be adjusted. This plan will be updated and sent out to all staff in the event of changes. **Below are highlighted points for each position. Please review all policies and understand your role in keeping everyone safe as we reopen:**

Owner responsibilities:

- Set up sanitizing stations in hallways outside of offices.
 - Includes sanitizer, tissues, garbage receptacle
- Have disinfectant and cleaning supply station set up in each office
 - Includes disinfectant spray or wipes, extra supplies,
- Assess the space in offices to ensure 6 feet distance between therapist and clients
- Post signage on mask wearing, social distancing, and sanitizing practices
- Measure and tape out 6 ft from office computers and credit card station.
- Remove chairs from the waiting room to adhere to social distancing
- Responsible for keeping the Response Plan Procedures up to date with the CDC and Illinois guidelines
- Communicating our Response plan to all therapists and answering questions as they arise.
- Ensuring that all supplies are available throughout the day
- Routine cleaning of the common areas
- Handle contact tracing if necessary

Therapist responsibilities:

- Monitor personal health before coming into work, stay home if sick and alert office manager if COVID-19 symptoms are present or if tested positive for COVID-19
- Use best judgement, safety guidelines and clinical assessment and judgement to determine if in-person sessions are necessary and appropriate.
- Adhere to the Response Plan by wearing a mask in common areas, social distancing, not having physical contact in the office, and routinely cleaning personal office space.
- Responsible for communicating Response Plan to clients and ensuring that clients interested in resuming in-person sessions are comfortable with safety plans in place.
- Ensuring that clients follow all safety guidelines when at the office.
- Routine cleaning of personal office space after each client session and at the end of the day including sitting area, door handles and any other client used surfaces
- Reporting any positive COVID-19 client cases to the office manager if client had been in the office within 48 hours before feeling symptoms. The CDC considers "anyone who was within 6 feet of an infected person for at least 15 minutes starting from 48 hours before the person began feeling sick until the time the patient was isolated" to have been exposed, even if both were wearing masks at the time.

Client responsibilities:

- Stay home if sick. Contact your therapist to set up a Telehealth session instead of an in-person session or reschedule
- Minimize the time you are in the office by remaining in your car until your therapist calls or texts you.
- Practice social distancing by remaining 6 feet away from others
- Sanitize your hands before entering and upon leaving your therapist's office.
- Masks must be worn upon entering and exiting the office, or if it is necessary to go to the bathroom. Clients and therapists can decide to remove masks once they are seated 6 ft apart in the therapy office if both are comfortable doing that.
- Do not bring anyone with you that will not be a part of the session

Summary:

- Stay home if you are feeling sick
- Minimize time in the office common areas
- Wear a mask while entering and exiting the office and while in the common areas of the office
- Always keep a distance of 6 feet between you and others
- Practice hand hygiene by washing hands and using hand sanitizer
- No physical contact (no handshakes, hugs, etc.)
- Avoid sharing of workspaces and office tools
- Disinfect office equipment and workspaces after use (printers, phones, computers, etc)