



Mission: Business Resumed

A Guide for Safe Operations During COVID - 19

Sample Playbook and Resources shared by Goodwin House Incorporated
September 2020

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GOODWIN HOUSE



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Letter from the Goodwin House CEO

Dear Friends, Partners and Community Organizations –

Over the last six months, our organization has been on the front lines of protecting our residents, members and persons served across Northern Virginia – nearly 2,000 older adults – from COVID-19. As a senior living and health care services organization based in Alexandria, VA, our mission is to support, honor, and uplift the lives of older adults and our 900 plus staff members who care for them.

Since late February, we have initiated nearly 200 infection precaution protocols, trained over 900 employees in proper COVID-19 protection hygiene, purchased over 500,000 items of Personal Protective Equipment (PPE) and launched a proactive and ongoing testing program of our nearly 1,000 residents and 900 plus staff on a regular basis.

Our efforts are just a small part of what must be a societal response to curb the spread of the virus, keep our local cities and counties healthy and help support the restoration of school, the return to work for thousands of fellow citizens and the resumption of normal activities.

As we spoke with other community organizations, it became clear that our “playbook” for safely navigating the pandemic as a business could be helpful to other organizations. It is in the spirit of “together we are stronger” that Goodwin House Incorporated shares this playbook for resuming operations and life.

This playbook should not be taken as legal or pandemic response advice, but rather as a collection of approaches we have found useful in our own organizational response to COVID-19. Every organization should consult with their insurance provider and legal counsel about steps they should take to safely resume and restore operations. While we share common challenges and needs, organizations are uniquely their own and so, too, must be the solutions for those challenges. We anticipate that readers will find some of the tools and templates more applicable to their situation and others less so. You are welcome to use everything in this playbook and adapt it to your situation.

Thank you for your contributions to our community and encouraging everyone around you to stay safe by wearing masks, maintaining social distancing and striving to be prepared.

In service,



Rob Liebreich

President & CEO

Goodwin House Incorporated – goodwinhouse.org

Offering COVID-19 Community Resources

Our Northern Virginia community has faced enormous challenges as we all work to respond to the COVID-19 pandemic. Goodwin House Incorporated (GHI), a senior living and health care services organization serving Northern Virginia for 53 years, recognizes that our mission to support, honor and uplift the Goodwin House family is also a call to support the broader communities around us during this challenging time. Goodwin House is doing its part to support other non-profit and faith based organizations by sharing our knowledge, access to supplies and talent so that as a general community there is a better chance to keep COVID-19 as limited as possible.

We have identified three categories of support that Goodwin House can offer other non-profit and faith-based organizations:



1. **Policy, protocol, and communication resources related to COVID-19 prevention methods, protection and response to support on-going operations or re-opening plans**

- » Supported by Doctors and Health Care Practitioners



2. **Inclusion in group purchasing of Personal Protective Equipment (PPE) so smaller organizations can acquire necessary PPE at reasonable prices**

- » MASKS
- » GLOVES
- » GOWNS
- » THERMOMETERS
- » SANITIZER



3. **Testing by GHI-affiliated lab, enabling smaller organizations access to regular COVID-19 testing for their staff**

Please email covidsupport@goodwinhouse.org or call Holly Hanisian at 703.824.1186 to discuss your needs. **We will face this challenge, together!**

Do You Need Assistance?

Email: covidassistance@goodwinhouse.org | Call: 703.824.1186



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Playbook Purpose

Goodwin House Incorporated wants to share our learnings from this experience that can be helpful to other organizations in our community that are looking to resume their activities in full or part. Community centers, nonprofits, religious organizations and others can look to the framework that follows for a starting point for planning how to safely return to their mission. We want to provide a common framework and language so that any organization can understand what they must do to reopen safely. To that end, we have provided a list of definitions, sample communications and other information in the Appendix of this document.

We have identified two pillars of support that Goodwin House can offer other non-profit and faith-based organizations:

- » Overall planning and tools to help resume your business and operations
- » Access to key resources that will help you resume business and operations safely -
 - » Inclusion in group purchasing of Personal Protective Equipment (“PPE”) so that smaller organizations can acquire necessary PPE at cost;
 - » Access to COVID-19 testing by GHI affiliated labs, enabling smaller organizations access to regular COVID-19 testing for their staff.



When and How to Resume/Expand Operations

For many organizations, the pandemic caused a full shutdown of normal operations last spring and into summer, while for others, such as GHI, operations were curtailed, but not shut down. This broad spectrum of experiences across organizations makes a one-size-fits-all approach unworkable. Each organization must assess its commitments and services, and determine the risks of each method of delivery – in person, virtual or a hybrid of both. Organizations also should consider those they serve and those who serve (employees, volunteers), and consider the risks they face, collectively and individually. In person work and service might be acceptable for some employees, though pose a risk for those with compromised health conditions.

Another important and ongoing consideration is the status of positivity rates in your city, county or region. While infection rates are going down in some communities, they are on the rise in others. Organizations need to be nimble and have plans for curtailing in person services, modifying offerings and ramping back up when community positivity rates decline.





Guide to Safe Operations Assessment Tool

This assessment tool can help start or add to conversations within organizations to guide the resumption and expansion of operations and services. This assessment is posed as a series of questions to help your organization think through protocols and policies to adopt for safe operations. For each category of questions, we have included corresponding protocols that you can use and adapt to your situation. The protocols are included in the Appendix.

The Centers for Disease Control also offers guidance on resumption of operations:

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Expectations as You Resume/Expand Operations

Thanks to the diligent efforts of researchers, scientists, health care professionals and patients, there are advancements daily in testing capabilities, treatment options for those testing positive and vaccines. These advancements are vital because the coronavirus will be present in society for some time to come. That means we can expect people to test positive in spite of precautions.

What does that mean for your organization? That you can expect employees, customers, students and business partners/contractors to test positive. This does not mean you need to shut down your operations or “go virtual”. It does mean that you need to anticipate that people related to your organization will test positive and put in place protocols for how you will handle it when it happens. Contact tracing, immediate communications and notifications to those affected and a review of precautions are key steps to take to help you assess what actions are appropriate to take. If you anticipate and prepare for these situations, then you can sustain your operations in ways that are safe and responsible.



Monitoring Outbreak Status in Your City/County/Region

- » What is the outbreak status in your city / county / region?
- » Are local governments imposing new or renewed restrictions on organizations?
- » Do conditions allow for the resumption of regular or modified activities?
 - » If activities are modified, how will they be changed?
- » Is your organization considered an essential business?
 - » Will your employees need a letter to carry for transportation purposes in case of a shutdown? (*See sample letter in the appendix.*)

Reference: Local Health Departments

- » Alexandria
- » Arlington
- » Fairfax
- » Montgomery
- » Prince George
- » Washington D.C.



Population You Serve and Organizational Mission

- » Who do you serve?
- » Do any of these individuals or groups require special considerations or accommodations as it pertains to COVID-19? (Children, elderly, high risk populations, etc.)
- » If activities are modified or changed, will they still serve the organizational mission in full or part?
- » How will you communicate organizational changes to stakeholder audiences?



Infection Monitoring – Testing & Quarantines

- » What will be the testing protocol for your organization?
 - » Who determines the frequency and type of testing your organization will use?
 - » Who will maintain testing records?
 - » How frequently will employees be tested?
 - » Does the work of some employees – such as higher levels of in person interaction with students, clients, etc. – warrant more frequent testing than employees with lower levels of interaction?
 - » Who pays for testing?
 - » How long after a positive test may an employee return to work?
- » What are the requirements for an employee to notify the organization if they have been exposed?
- » If an employee has been exposed, but is not ill, what is the protocol?
 - » Testing?
 - » Quarantine at home?
 - » Will employees who work closely with the employee need to quarantine as well?
 - » If someone who lives with an employee becomes ill, but the employee is not ill, what is the protocol?
 - » If an employee is exposed to COVID-19 outside of the workplace but is without symptoms, what is the protocol?
- » If someone is ill at work, what is the protocol for notifying the employees/ guests/ customers/ vendors/ visitors/ public of a potential exposure?
- » Will employees be paid for quarantining?
- » What is your leave policy relative to quarantining and COVID-19?
- » What is the protocol for employees who work or volunteer at other jobs that could expose them to the coronavirus at higher risks levels?



Support for Other Stakeholders

Relevant for organizations that support underserved populations

- » Will you offer food/economic support for your clientele who are on quarantine or who have experienced other hardships during the pandemic?
- » Will you offer shopping/delivery services to your clientele that is part of a vulnerable population?
- » Will you offer transportation services to your clientele, so they don't have to take public transportation?
- » Will you offer PPE to your clientele?
- » Will you offer testing to your clientele?
- » Do you offer PPE to your clients?





Sanitizing and Disinfecting

- » Have you conducted an inventory of high touch areas in your location?
- » Have you reviewed your cleaning supplies and the protocols for your cleaning department or third party cleaning provider since the pandemic?
- » Based on this review, do cleaning protocols need to change (such as frequency, cleaning every time a space is used, disinfecting materials used, etc.)?
- » How frequently are physical spaces cleaned?
- » Do you track cleaning schedules to ensure areas are cleaned as dictated by your protocols?
- » What kind of disinfectant is used?
- » Have you considered Ultra Violet (UV) machines for mass and high-success rate cleaning?
- » What kind of air filtration is available?
- » If an employee contracts the virus and has been in the building, what is the protocol?
 - » Disinfecting?
 - » Closure?
- » What is your budget for additional cleaning?

Social Distancing at Work

- » What strategies do you plan to put in place to ensure social distancing within the workplace?
- » Will masks be required to be worn while inside a building? (This may be required by some jurisdictions.)
 - » Will masks be required at one's own desk/in a single office?
- » Will employees be required to close doors in single offices?
- » What is the maximum number of employees in a given space?
- » What is the maximum number of customers/participants/visitors/guests/vendors/public allowed in the space?
- » Will you change the physical space to allow for social distancing?
 - » Moving desks/workstations?
 - » Installing barriers?
 - » One directional hallways?
- » Will you place new protocols on the usage of shared kitchens/pantries?
- » Will face to face meetings be allowed?
- » Can you move some of your functions to outdoor spaces?



Deliveries

- » Will deliveries be restricted to a single entrance to ensure screening of delivery people and disinfecting of containers?
- » Will employees be allowed to order delivery food to the office, and if so, how will the carrying container be disinfected and by whom?
- » Do you maintain a delivery log which could help with contact tracing if needed?

Signage

Will signage be needed for:

- » Designating how many people may occupy a space?
- » Directing traffic flows in hallways
- » To handwashing stations
- » Entrances/exits
- » Where masks are required
- » Social distancing with floor stickers
- » Proper handwashing procedures

Hand and Cough, Sneezing Hygiene

- » How are you encouraging proper handwashing within your facility?
 - » Training sessions and communications materials distributed to employees
 - » Hand sanitizer stations
 - » Signs in bathrooms
- » How many hand sanitizer stations do you need for your staff/guests/clients?
- » How are you encouraging proper cough and sneezing hygiene?





HR Protocol Samples

In the appendix you will find sample protocols for:

- » Travel Policy
- » PPE Usage
- » Return to Work Protocols
- » Outside Employment

Screening

- » What is your protocol for employee screening at the beginning of shifts?
- » Where in the facility does this take place?
- » Are you able to accommodate screening in multiple entrances or should you consider consolidating to one entrance to ensure proper screening of all individuals entering your buildings?
- » Who is conducting the employee screening?
- » How is it being logged?
- » What do you do when an employee fails the screening?
- » Once an employee arrives at work, will they be allowed to leave the building during their shift?
- » If so, will they be re-screened upon reentering the building?
- » Will you allow employees to work at multiple locations within your organization? (Some organizations seek limit employees to working at one location to minimize the risk of cross-facility contamination).

Cohorting

- » Will your organization change work schedules to allow for social distancing?
 - » Delayed start times / staggered shifts
 - » Days on/ days off
 - » Adjust workstations and common areas to allow for social distancing
- » Will you create fixed teams that work the same schedule?
- » How will your organization handle return to work after a vacation?
 - » What is the quarantine period?
 - » Requirements for returning to work – will it be time-based (such as number of days since positive test results or symptoms) or test-based (number of negative tests required before returning to work)?



PPE Usage and Education

- » What PPE is required for your employees to safely achieve your organization's mission?
 - » Will this vary based on the employees' roles and contact with others?
- » What PPE is required of customers/participants/visitors/guests/vendors/public to keep your employees safe?
- » What PPE will your organization provide?
- » Will there be training on donning/disposing of PPE?
- » Are there different levels of PPE needed for different facets of your organization?
- » Does your organization have PPE vendor relationships?
- » What is your organization's budget for PPE?
- » Will you provide PPE to employees for use at home?
- » Have you considered separately accounting for all PPE needed during the pandemic? (This accounting and receipts log can help with insurance and possible government reimbursements.)

Masks and Face Coverings

Types

- » **Cloth** – Either store-bought or homemade, cloth masks function best when made from three layers of tightly woven cotton fabric. These masks are reusable after washing.
- » **Surgical** - A loose-fitting, disposable device that creates a physical barrier between the mouth and nose of the wearer and potential contaminants in the immediate environment. These masks are not reusable.
- » **N95** - A respiratory protective device designed to achieve a very close facial fit and very efficient filtration of airborne particles. Note that the edges of the respirator are designed to form a seal around the nose and mouth.

How to Clean Your Cloth Mask

You can include your mask with your regular laundry. Use regular laundry detergent and the warmest appropriate water setting for the cloth used to make the mask.



Employee Support

- » Will you offer testing to employee's families?
- » Do you offer paid sick leave?
- » Do you offer additional leave for COVID-19 related issues?
- » Do you offer childcare?
- » Can your employees work from home?
- » Can you provide your services/complete your mission remotely?
- » Do you offer health insurance?
- » Do you offer food/economic support for employees whose partners have lost their jobs?
- » Do you offer mental health resources?
- » Do you offer resources on dealing with isolation?
- » Do you offer resources on stress management?





At a time that feels very uncertain, it is important that organizations work to create what stability and expectations that they can. Regular, clear communication with stakeholders is the first step in the process of creating certainty. Your organization should consider how you communicate with your employees, stakeholders and clients, and what method you use to disseminate your message.

Additionally, consider the times and triggering events that will require a response. In the appendix to this document, GHI has provided some template communications for a variety of situations as a starting point which you can use and adapt to your situation. These include:

- » Sample screening questionnaire
- » Notification of resumption of activities
- » Potential exposure notification
 - » Employees
 - » Clients, Visitors, Business Partners
- » Essential Employee Transit letter





Through our contacts and vendors, Goodwin House Incorporated is able to assist like-minded organizations in procuring resources to respond to the COVID-19 pandemic. Our network can help provide both PPE and testing at better pricing than if individual organizations seek to obtain these resources on their own.

PPE

Goodwin House Incorporated may have the opportunity to help procure PPE at more reasonable rates if enough providers have the need. The following are examples of PPE that Goodwin House Incorporated maintains in our inventory:

- » N95 Masks
- » 3 ply Surgical Masks
- » Level 1 Isolation Gowns
- » Face Shields
- » Gloves, Nitrile
- » Gloves, Vinyl
- » Shoe Covers
- » Body Suit
- » Digital Thermometers Individual
- » Touchless Thermometers
- » Solaris Machine, Leased

For more information on obtaining PPE through Goodwin House's group buying efforts, contact NAME, TITLE, PHONE, EMAIL



Testing

Tapping Goodwin House Incorporated's network, GHI can help facilitate cost savings through a group buy and faster testing of employees who may have been exposed to COVID-19, by creating a cooperative of organizations that submit testing through a private laboratory.

- » Questions to pose to determine organizational testing protocol:
 - » How often would you like to screen your staff?
 - » If you have a positive case or suspected positive, what protocols are in place?
- » Each organization should check with their insurance provider to determine eligibility for reimbursement on varying levels of screening frequency
- » To inquire about company-wide discounts, please contact Andy Siegel, Vice President of Business Development at asiegel@goodwinhouse.org

Types of COVID-19 Tests

There are *two different types of tests* — diagnostic tests and antibody tests.

1. A diagnostic test can show if you have an active coronavirus infection and should take steps to quarantine or isolate yourself from others. Currently there are two types of diagnostic tests which detect the virus – molecular tests, such as RT-PCR tests, that detect the virus's genetic material, and antigen tests that detect specific proteins on the surface of the virus.
 - » Samples for this test is collected via nasal swab, throat swab or saliva sample.
2. An antibody test looks for antibodies that are made by your immune system in response to a threat, such as a specific virus. Antibodies can help fight infections. Antibodies can take several days or weeks to develop after you have an infection and may stay in your blood for several weeks or more after recovery. Because of this, antibody tests should not be used to diagnose an active coronavirus infection. At this time researchers do not know if the presence of antibodies means that you are immune to the coronavirus in the future.
 - » Samples for this test are collected via a blood draw.

For more information on obtaining PPE through Goodwin House's group buying efforts, contact NAME, TITLE, PHONE, EMAIL

Sample Human Resources Protocols and Policies

- » Travel Policy
- » PPE Usage
- » Return to Work Protocols
- » Outside Employment

TRAVEL POLICY

POLICY:

The health and well-being of our employees, students, customers, etc. is highly important to **[NAME OF YOUR ORGANIZATION]**. Given that the risk of exposure to COVID-19 continues to be problematic both domestically and internationally, **YOUR ORGANIZATION** has updated its travel policy in an effort to minimize risk to those we serve, our employees and the greater community. Remember, staying home is the best way to reduce the chances of becoming ill and/or passing it on to others.

For those who still wish to travel, we are implementing the measures below as part of our comprehensive infection precaution efforts.

PROCEDURE:

1. Leave requests will be granted based on the needs of the department. At the time the employee submits their leave request, they must disclose their destination and mode of transportation.
2. At this time, leave requests may be granted for up to one week.
3. Air, Bus, and Train Travel is restricted for vacation purposes.
4. Employees traveling outside of the Metro area (VA, DC, and MD):
 - » If you are traveling by car within the United States, you will need to be screened by your Department Director before returning to work. See attached screening tool #1. No testing or quarantine is required if you are traveling by car.
 - » If you are traveling by air, bus, or train within the United States:
 - » You will need to be screened by your Department Director before returning to work. See attached screening tool #1.
 - » You must quarantine for 5 days.
 - » You will be tested on Day 6 and must have a negative test result before you are able to return to work.
 - » A second COVID-19 test will be required seven days after your initial test. You will be allowed to work during this time while waiting for your second time result.
 - » If either test is positive, please refer to the protocol for a positive employee.

- » If you travel outside of the country by any mode of transportation:
 - » Once you return, you must quarantine at home for fourteen days and will need one negative test performed on Day 15 before returning to work.

5. Staff Household Contact Travel

- » If a member of your household is traveling by car within the United States, you will need to be screened by your Department Director before returning to work. See attached screening tool #2. No testing or quarantine is required if your household member is traveling by car.
- » If your household member is traveling by air, bus, or train within the United States:
 - » You will need to be screened by your Department Director before returning to work. See attached screening tool #2.
 - » You must quarantine for 5 days.
 - » You will be tested on Day 6 and must have a negative test result before you are able to return to work.
 - » A second COVID-19 test will be required seven days after your initial test. You will be allowed to work during this time while waiting for your second time result.
 - » If either test is positive, please refer to the protocol for a positive employee.
- » If your household member travels outside of the country by any mode of transportation:
 - » Once they return, you must quarantine at home for fourteen days and will need one negative test performed on Day 15 before returning to work.

EMPLOYEE SCREENING TOOL POST-TRAVEL #1

Please send completed form to **NAME**.

Department Director Name: _____ Department: _____

Employee Name: _____ Date: _____

Return Date: _____

Travel Destination(s): _____ Mode(s) of travel: _____

Did you wear a mask and practice social distancing in public areas? ☐ Yes ☐ No

Symptoms for COVID-19:

Symptoms	Present	Not Present
Shortness of Breath	<input type="checkbox"/>	<input type="checkbox"/>
New or Worsening Cough	<input type="checkbox"/>	<input type="checkbox"/>
Sore Throat	<input type="checkbox"/>	<input type="checkbox"/>
Fever, Chills, Body Aches in Last 48 Hours	<input type="checkbox"/>	<input type="checkbox"/>
New Loss of Taste or Smell	<input type="checkbox"/>	<input type="checkbox"/>
Did you have exposure to anyone being tested or someone that is positive for COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
Did anyone with whom you were vacationing have exposure to anyone being tested or someone that is positive for COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
Did anyone with whom you were vacationing become ill on vacation?	<input type="checkbox"/>	<input type="checkbox"/>

I want to make you aware that you are required to report to your Department Director if anyone they traveled with became ill with COVID-19 symptoms, is being tested for, or diagnosed with COVID-19. Please acknowledge understanding. ☐ Yes

Cleared to return to work: ☐ Yes ☐ No Date: _____

Any travel other than automobile requires testing. Scheduled for testing on the following dates:

First Test Date: _____ Second Test Date: _____

EMPLOYEE SCREENING TOOL POST-TRAVEL #2

Please send completed form to **NAME**.

Department Director Name: _____ Department: _____

Employee Name: _____ Date: _____

Return Date: _____

Travel Destination(s): _____ Mode(s) of travel: _____

Did you wear a mask and practice social distancing in public areas? ☐ Yes ☐ No

Symptoms for COVID-19:

Symptoms	Present	Not Present
Shortness of Breath	<input type="checkbox"/>	<input type="checkbox"/>
New or Worsening Cough	<input type="checkbox"/>	<input type="checkbox"/>
Sore Throat	<input type="checkbox"/>	<input type="checkbox"/>
Fever, Chills, Body Aches in Last 48 Hours	<input type="checkbox"/>	<input type="checkbox"/>
New Loss of Taste or Smell	<input type="checkbox"/>	<input type="checkbox"/>
Did you have exposure to anyone being tested or someone that is positive for COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
Did anyone with whom you were vacationing have exposure to anyone being tested or someone that is positive for COVID-19?	<input type="checkbox"/>	<input type="checkbox"/>
Did anyone with whom you were vacationing become ill on vacation?	<input type="checkbox"/>	<input type="checkbox"/>

I want to make you aware that you are required to report to your Department Director if anyone they traveled with became ill with COVID-19 symptoms, is being tested for, or diagnosed with COVID-19. Please acknowledge understanding. ☐ Yes

Cleared to return to work: ☐ Yes ☐ No Date: _____

Any travel other than automobile requires testing. Scheduled for testing on the following dates:

First Test Date: _____ Second Test Date: _____

OUTSIDE EMPLOYMENT – SELECTING A SOLE EMPLOYER DURING THE PANDEMIC

MEMORANDUM

TO: All **ORGANIZATION NAME** Staff

FROM: **HEAD OF HUMAN RESOURCES**

DATE: **DATE**, 2020

SUBJ: Your Safety: Selecting an Employer

I have never felt so much gratitude for every employee as I do today. From the start of the COVID-19 pandemic, you have demonstrated your ongoing commitment to **YOUR ORGANIZATION**, to each other and to the residents and members we serve.

As the spread of COVID-19 increases in our region, public health authorities are asking all senior living and health care organizations to take additional steps to prevent the spread of COVID-19.

As advised by local health departments, and for your safety and the well-being of those around you, we made the difficult decision to require staff members who work for more than one **TYPE OF ORGANIZATION** (*such as health care, school, etc.*) to choose just one place of employment during the COVID-19 pandemic.

In addition, we are also requiring staff who work for *any* high-risk employer (such as grocery stores, drugstores, other retail stores, mass transportation, or any other job that brings them into regular contact with anyone other than their household members) to commit to working only at **YOUR ORGANIZATION** or for the other employer.

This decision – which is your decision and likely a hard decision – will help prevent the spread of COVID-19 in our region and our community.

Whatever decision you make – whether you choose to work for another employer or **YOUR ORGANIZATION** – please know that we respect you and want the best for you and your family.

Here are the steps going forward:

- » You should consider the full benefits you receive from your employers and the efforts of your employers to protect your health and wellness.
- » You need to inform **YOUR ORGANIZATION** of any additional jobs you hold, even if you do not consider the position to be high risk.

- » You need to make a decision – to work only for **YOUR ORGANIZATION** or your other place of employment during this COVID-19 emergency.
- » You need to complete the attached form indicating your decision and provide it to your supervisor on or before **DATE**.

If you choose not to commit to work only for **YOUR ORGANIZATION** during this time, you will be placed on “inactive status” until the COVID-19 pandemic has ended or up to three months, whichever comes sooner.

Due to the need to maintain adequate staffing, if you decide to go on “inactive status,” **YOUR ORGANIZATION** cannot guarantee that when you are able to return to **YOUR ORGANIZATION** you will be placed in the same position and status you held prior to going on inactive status. If you choose to go on inactive status, you will receive a letter explaining how this affects your benefits.

The most important priority we have right now is the health and safety of our employees, students, clients, etc. Our ability to support the health and safety of everyone requires complete honesty from everyone. Staff members will be subject to discipline, up to and including termination, if they:

- » Do not provide truthful information on the form; or
- » Commit to working only at **YOUR ORGANIZATION**, but then continue or start to work for another employer.

Financial Support and Assistance for YOUR ORGANIZATION Employees

We understand this decision may create a financial burden for some, and GHI has set up a number of programs to assist all staff during this difficult time. These support measures include:

- » XXX
- » XXX
- » XXX

YOUR ORGANIZATION values you for the service you have given our organization. If you choose to stay with **YOUR ORGANIZATION**, you will benefit from **(INSERT SUPPORT MEASURES HERE)**.

Thank you for being part of the **YOUR ORGANIZATION** family and being a hero in the fight against COVID-19.

Communications Templates

Below you will find sample language for screening entrance to your facilities and communicating with your organization's populations. Areas highlighted in yellow should be customized to your organization.

- » Screening Questionnaire for Entrance to Facilities
- » Resuming Activities Letter
- » Exposure Notification Letter Sent to Students, Clients, Visitors, Business Partners
- » Essential Employee Letter (to show to law enforcement if stopped during peak pandemic conditions)

SAMPLE SCREENING QUESTIONNAIRE FOR ENTRANCE TO YOUR FACILITIES

These questions are based on guidance from the Centers for Disease Control, the Virginia Department of Health and local Health Departments in Northern Virginia

- » Take Temperature Check (according to the CDC safe ranges are 95.5 to 99.9)
- » Have you been exposed to anyone being tested or diagnosed with COVID-19?
- » Have you had a COVID-19 test in the past three weeks? What was its result?
- » Do you have shortness of breath?
- » Do you have a cough or a change in your cough?
- » Do you have a sore throat?
- » Are you experiencing a new loss of taste or smell?
- » Have you had a fever, chills or body aches in the last 48 hours?
- » Have you traveled more than 50 miles from your home in the last three weeks?

RESUMING ACTIVITIES LETTER

DATE

Dear,

We will be resuming *[REGULAR/MODIFIED]* activities as of *DATE*. We will be *[OUTLINE WHAT CHANGE TO EXPECT, WHAT WILL STAY THE SAME.]*

For your safety, we will be screening every employee and visitor with a temperature check and questionnaire. Additionally, *[OUTLINE WHAT SAFETY MEASURES ARE BEING TAKEN, IF MASKS ARE REQUIRED, WHAT TO EXPECT.]*

Thank you for your support and patience as we strive to provide safe operations and services,

EXPOSURE NOTIFICATION LETTER SENT TO EMPLOYEES

Employee

DATE

Dear Staff,

We are writing to inform you that on a member of our *[STAFF/STUDENT/ETC.]* tested positive for COVID-19. We are thankful to report this individual is asymptomatic and isolating at home/*OR OTHER CIRCUMSTANCES*.

As we keep this person in our thoughts, *ORGANIZATION* remains vigilant in our COVID-19 protocols and infection precaution measures.

- » *OUTLINE PROCEDURES OR CHANGES DUE TO THIS POSITIVE CASE/EXPOSURE*
- » *ENCOURAGE STAFF, STUDENTS, CUSTOMERS TO REDOUBLE THEIR INFECTION PRECAUTION EFFORTS.*

OPTIONAL: To keep your families safe, we are recommending *[RECOMMENDATIONS FOR STAFF MEMBERS TO STOP VIRUS SPREAD AT HOME.]*

If you have questions, please send them to *CONTACT AT PHONE/EMAIL*.

Thank you for your support of our infection precaution efforts,

CLIENT/CUSTOMER/VISITOR/BUSINESS PARTNERS

DATE

Dear NAME,

We are writing to inform you that on a member of our [STAFF/STUDENT/ETC.] tested positive for COVID-19. We are thankful to report this individual is asymptomatic and isolating at home / OR OTHER CIRCUMSTANCES.

If you visited our facilities during TIME PERIOD, you may have had a possible exposure. Out of an abundance of precaution, we are reaching out to you to inform you of this situation. We know that this is difficult news to receive. You may want to get tested for COVID-19 and/or self-isolate out for a period of time and monitor your symptoms. You might also want to notify your primary care physician.

If you have questions, please send them to CONTACT AT PHONE/EMAIL.

ORGANIZATION remains vigilant in our COVID-19 protocols and infection precaution measures.

» OUTLINE PROCEDURES OR CHANGES DUE TO THIS POSITIVE CASE/EXPOSURE

In service,

ESSENTIAL EMPLOYEE LETTER

DATE

TO: Local Law Enforcement / Government Officials

FROM: ORGANIZATION LEADER

SUBJ: Request for Coronavirus Disease (COVID-19) Emergency Access

This individual is providing a critical service on behalf of ORGANIZATION, [DESCRIPTION OF ORGANIZATION, LOCATION AND ADDRESS.]

As a ROLE this staff member needs to travel to and from our places of business. Please allow this individual to proceed unencumbered for the duration of this event, as they are providing a valuable resource on behalf of ORGANIZATION.

Please contact ORGANIZATION HUMAN RESOURCES CONTACT with any questions or concerns related to this emergency access request. Thank you.

Other Goodwin House Resources and Webinars

Goodwin House Incorporated offers a variety of other resources that can help people cope and thrive during this unprecedented time. Our resources are largely targeted at older adults but do provide useful tips for people of all ages. Some of these resources are in printed materials which can be accessed on our website and others are available in webinar formats and can be watched on your computer, tablet or other device.

The items below are hot-linked. We hope you find them helpful!

- » *At-Home Workout*
- » *Advance Care Planning*
- » *Decluttering and Downsizing*
- » *Financial Planning in Uncertain Times*
- » *Financing Your New Future*
- » *How to Stay Safe through Re-Opening*
- » *Insights from Social Workers to Help in Difficult Times*
- » *Living Our Best Lives While Socially Distancing*
- » *Stay Healthy and Fit at Home*
- » *Staying Nourished, Fit & Engaged During the Pandemic*
- » *StrongerMemory: Fighting Cognitive Decline*
- » *Taming the Bear: Worry Less and Breathe More in Today's Market*
- » *Video Gaming*

Accessing COVID-19 Community Resources

Our Northern Virginia community has faced enormous challenges as we all work to respond to the COVID-19 pandemic. Goodwin House Incorporated (GHI), a senior living and health care services organization serving Northern Virginia for 53 years, recognizes that our mission to support, honor and uplift the Goodwin House family is also a call to support the broader communities around us during this challenging time. Goodwin House is doing its part to support other non-profit and faith based organizations by sharing our knowledge, access to supplies and talent so that as a general community there is a better chance to keep COVID-19 as limited as possible.

We have identified three categories of support that Goodwin House can offer other non-profit and faith-based organizations:



1. Policy, protocol, and communication resources related to COVID-19 prevention methods, protection and response to support on-going operations or re-opening plans

» Supported by Doctors and Health Care Practitioners



2. Inclusion in group purchasing of Personal Protective Equipment (PPE) so smaller organizations can acquire necessary PPE at reasonable prices

» MASKS
» GLOVES
» GOWNS
» THERMOMETERS
» SANITIZER



3. Testing by GHI-affiliated lab, enabling smaller organizations access to regular COVID-19 testing for their staff

Please email covidsupport@goodwinhouse.org or call Holly Hanisian at 703.824.1186 to discuss your needs. **We will face this challenge, together!**

Do You Need Assistance?

Email: covidassistance@goodwinhouse.org | Call: 703.824.1186



GOODWIN HOUSE