

TRI-CAP COVID-19 Action Plan-June 01, 2020

Attorney Approval-6/01/2020

Board of Directors Approval-06/03/2020

**PLEASE NOTE:**

**TRI-CAP is committed to Following Guidelines and Updating the TRI-CAP COVID-19 Action Plan as necessary.**

**TRI-CAP is committed to follow Local, State, Federal, CDC, and OSHA guidelines to ensure the safety of our employees and clients. TRI-CAP also reserves the right to update, correct, and modify the TRI-CAP COVID-19 Action Plan as necessary to ensure we are following the most up to date guidance.**

**Guidelines change often and when they do, the TRI-CAP COVID-19 ACTION PLAN will be updated, corrected or modified as necessary to ensure we are following the most up to date guidance to ensure the safety of our employees and clients. Any updates to the plan will be sent to all employees by email as well as an updated copy will be available on ClockWise.**

**Links have been added as often as possible and should be used to ensure you are receiving the information as it is updated.**

**Please report any discrepancies you may find in the TRI-CAP COVID-19 ACTION PLAN to HR immediately.**

**TRI-CAP COVID-19 ACTION PLAN**

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# Letter from Executive Director:

All Employees,

The Coronavirus (COVID-19) pandemic is uncharted territory.  We are closely monitoring updates as they become available but as uncharted territory, we need to ensure that we are all taking the necessary precautionary measures to avoid any risks.  That is why I am asking you to take this seriously and read this TRI-CAP COVID-19 Action Plan in its entirety.

At TRI-CAP, it is our priority to keep our employees and their families healthy, especially in the midst of the COVID-19 pandemic. As such, we will abide by governmental suggested guidelines when possible as we strive to balance public health concerns with the needs of our agency. This response and action plan details how we plan to reopen our agency and still keep all of our employees safe to every extent possible.

This plan highlights the responsibilities of all employees, and outlines the steps TRI-CAP is taking to address COVID-19.

While we have been and continue to implement various protocols to ensure your safety, it is up to you and your co-workers to execute these protocols daily. By releasing this plan, TRI-CAP hopes to clearly communicate our plans moving forward, highlight workplace protocols in place to protect your safety and establish a level of comfort for all of our employees as we ask you to return to work.

We understand that every employee’s situation is different and encourage those with specific risks or concerns to reach out to their supervisor or HR to discuss alternate arrangements, should they be necessary.

TRI-CAP and our valued employees will get through this difficult time together.  Your diligence, dedication and hard work is appreciated.  Thank you for your patience and flexibility up to this point. Many staff have been asked to perform new or additional duties while others have been asked to stay home for a period of time. I’m looking forward to seeing everyone back in the offices again, with the understanding that some of our operations may never look exactly the same as what we once knew. Together, we will continue to face the challenges that lie ahead.

Sincerely,

Joyce Fleck, CCAP

Executive Director

# Employee [Steps to Protect Themselves](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html) at Work

Employees should take the following [steps to protect themselves](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html) at work:

* Follow the policies and procedures of TRI-CAP (including any of your respective department’s more restrictive procedures) related to illness, cleaning and disinfecting, and work meetings and travel.
* Stay home if sick, except to get medical care. (Also see section: Employees Experiencing Symptoms of or has Tested Positive for COVID-19.)
* Maintain a distance of at least 6 ft. from all other persons (including both side by side and if seated across from someone at a table)
* Understand that no one with [symptoms](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) should be present at the workplace. Employees should inform their supervisor if they or their colleagues develop symptoms at work, especially [fever, cough, or shortness of breath](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html).
* Wash hands often with soap and water for at least 20 seconds, especially after blowing noses, [coughing, or sneezing](https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html), or having been in a public place.
* Use hand sanitizer that contains at least 60% alcohol if soap and water are not available.
* Avoid touching eyes, nose, and mouth.
* To the extent possible, avoid touching high-touch surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc.
* Minimize handling cash, credit cards, and mobile or electronic devices when possible.
* Avoid all non-essential travel.

Click [here](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html) for CDC link to: How to Protect Yourself & Others.

# Employee Daily Self Screening and When Employees Should NOT Report to Work

Employees are required to self-screen by going through the following steps daily, **prior** to reporting to work.

If you feel unwell or have any of the following symptoms, **please do NOT report to work OR please LEAVE the building** if you have already reported to work and contact your health care provider.

* Cough
* Shortness of breath or difficulty breathing
* Fever – CDC considers a person to have a fever when he or she has a measured temperature of at least 100.4 °F [38 °C]. If you are uncertain of what temperature is considered to be a fever for you, seek the advice of your medical professional. If you do not have access to a thermometer to check your temperature before coming to work each day to ensure that you do not have a fever, consult HR for assistance in obtaining one for your use.
* Chills which are atypical
* Muscle pain that is atypical
* Sore throat
* New loss of taste or smell
	+ - **Click** [**here**](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) **for CDC link to: Symptoms of Coronavirus; scroll down and click on *Self Checker*-A guide to help you make decisions and seek appropriate medical care.**

This list may not include all possible symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.

Must also be able to answer no to the following questions:

* Within the last 14 days, have you been diagnosed with a laboratory confirmed COVID-19 result?
* Within the last 14 days, have you come into close contact with someone who has been diagnosed with a laboratory confirmed COVID-19 result?

**Employees must follow-up with their supervisor and must report their absence ASAP.**

TRI-CAP’s attendance policy will not apply for absences that are related to applicable COVID-19 symptoms.

Click [here](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) for CDC link to: Symptoms of Coronavirus.

# Employees that are in Higher Risk Categories for Severe Illness from COVID-19

COVID-19 is a new disease and there is limited information regarding risk factors for severe disease. Based on currently available information and clinical expertise, **older adults and people of any age who have serious underlying medical conditions** might be at higher risk for severe illness from COVID-19.

Based on what we know now, those at high-risk for severe illness from COVID-19 are:

* [People 65 years and older](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html)
* People who live in a nursing home or long-term care facility

People of all ages with [underlying medical conditions, particularly if not well controlled](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/groups-at-higher-risk.html), including:

* People with chronic lung disease or moderate to severe asthma
* People who have serious heart conditions
* People who are immunocompromised
	+ Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
* People with severe obesity (body mass index [BMI] of 40 or higher)
* People with diabetes
* People with chronic kidney disease undergoing dialysis
* People with liver disease

Click [here](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html) for CDC link to: People Who Need to Take Extra Precautions.

Employees who have been advised by their health care providers, based on high-risk medical status, to limit exposure at work by working only remotely or only with other forms of accommodation should contact HR. HR will work with those employees that have self-identified, in a confidential manner, to discuss what TRI-CAP can do to help address their needs.

Click [here](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/what-you-can-do.html) for CDC link to: What You Can Do.

# Employees Caring for a Family Member that is Experiencing Symptoms of or has Tested Positive for COVID-19

If you are caring for someone with COVID-19 at home or in a non-healthcare setting, we encourage you to follow this advice to protect yourself and others. Learn what to do when someone has [symptoms](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) of COVID-19 (Click [here](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) for CDC link to: Symptoms of Coronavirus), or when someone has been diagnosed with the virus. We also encourage you to follow this information when caring for people who have tested positive but are not showing symptoms. Click [here](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/care-for-someone.html) for CDC link to: Caring for Someone Sick at Home.

Employees who need time off work to care for family members who have COVID-19 related symptoms, or who have tested positive for COVID-19, as well as employees who have had close contact within the last 14 days with someone who has been diagnosed with a laboratory confirmed COVID-19 result, may be eligible for authorized leave and should contact HR for further information.

***\*Note:*** [*Older adults and people of any age with serious underlying medical conditions*](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/groups-at-higher-risk.html) *are at higher risk for developing more severe illness from COVID-19. People at higher risk of severe illness should call their doctor as soon as symptoms start*. Click [here](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/groups-at-higher-risk.html) for CDC link to: Groups at Higher Risk for Severe Illness.

# Employees Experiencing Symptoms of COVID-19

If you have a fever, cough or other symptoms, (Click [here](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) for CDC link to: Symptoms of Coronavirus) you might have COVID-19. Most people are able to recover at home. If you think you may have been exposed to COVID-19, we strongly encourage you to contact your healthcare provider immediately. Click [here](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html) for CDC link to: What to Do If You Are Sick.

* Keep track of your symptoms.
* **If you have** [**an emergency warning sign**](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html#warning-signs) **(including trouble breathing), please** get medical attention right away.

## When to Seek Emergency Medical Attention

Look for **emergency warning signs**\* for COVID-19. If someone is showing any of these signs, please **seek emergency medical care immediately**

* Trouble breathing
* Persistent pain or pressure in the chest
* New confusion
* Inability to wake or stay awake
* Bluish lips or face

\*TRI-CAP is offering this information, taken from CDC guidance, to help you stay better informed, but cannot provide you medical advice. This list is not all possible symptoms, and the CDC guidance may change over time. Please call your medical provider for any other symptoms that are severe or concerning to you.

**Call 911 or call ahead to your local emergency facility:** Notify the operator that you are seeking care for someone who has or may have COVID-19.

# TRI-CAP’s Response for an Employee that has a Positive COVID-19 Test Result

If an employee who has been onsite recently tests positive for COVID-19, additional deep-cleaning procedures will be completed. Furthermore, employees who have been in close contact with an individual who has tested positive for COVID-19 will be directed not to come onsite until the risk of transmission has abated, and will be encouraged to self-quarantine. An employee with a confirmed COVID-19 diagnosis will remain out of work (unless the employee can continue to work remotely, and is approved for doing so) until obtaining health clearance. The employee must contact HR prior to returning to work or entering a TRI-CAP location.

## Reporting Transparency Protocol

Any TRI-CAP employee who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify HR as soon as practicable. The employee may, depending on testing results and/or latest date working onsite, be asked to assist with contact tracing. This information will be tracked separately from personnel records, and names will not be released. TRI-CAP will notify impacted employees if there is a confirmed case of COVID-19 in the workplace. TRI-CAP will consult with local health authorities and will follow their guidance to ensure we are taking the appropriate steps to continue to promote a safe work environment for our employees as well as our clients.

# Keyless Fob Entry System

Keyless Fob Entry system with video/speaker at main locations:

* TRI-CAP has installed a keyless entry system at all our work locations and fobs have been assigned to all current, active employees.
* It is of utmost importance to contact HR immediately, if your assigned fob has been lost or stolen to ensure the safety and security of our locations. Those fobs can be deactivated and reissued appropriately.

# Locked Door Operations

Continue operations with locked door:

* TRI-CAP will continue to operate with locked doors until further notice. Receptionist staff will be able to communicate with any clients that come to the door via a video/speaker system.
* All clients should be assisted via phone call at this time unless there is no possible way to do so.
* No employee should meet face to face with a client without prior approval from their supervisor and must follow guidelines in the ‘Serving Clients/Client Screening/Delay to Serve Clients/Request for Clients to Wear Masks for in Person Assistance’ section.
* The face to face employee/client meeting should only be conducted following safe protocols to ensure the safety of the employee and client. See ‘Serving Clients/Client Screening/Delay to Serve Clients/Request for Clients to Wear Masks for in Person Assistance’ section for specific guidelines to follow.
* Forms that are required to be submitted to meet program guidelines, should be sent via email (as allowed following program guidelines), putting them in the drop box in a sealed envelope with staff’s name/program area clearly marked on outside of envelope and/ or mailing them to the applicable location whenever possible.

# Receptionist Area

 Receptionist areas are off limits to non-applicable employees:

* No other employees should enter the Receptionist area unless they are required to do so as requested.
* Receptionists should clean work area, at minimum, at the beginning and end of their work shift, between switching staff to cover for breaks, and/or as needed due to circumstances that require it to be done more often.
* If another employee covers for the receptionist, they should utilize their own computer vs using the computer in the receptionist area if at all possible.

# Cleaning and Disinfecting

TRI-CAP is committed to promoting a safe work environment for all employees but will need the help of EVERY employee to make this happen.

TRI-CAP has implemented increased overall cleaning of all common areas to two times per week for our Jasper, Petersburg and Boonville locations by the cleaning company that normally cleans those facilities. Regardless of those efforts, daily cleaning will be required to ensure all areas are clean and disinfected while employees are present and working in the common areas.

Employees should increase their cleaning procedures for their personal offices and/or work spaces to ensure it is clean and disinfected on a regular basis.

It is also very important for employees that use any work supplies in any common areas, for the employee to use either the alcohol wipes, disinfectant spray or disinfectant wipes to clean any items they used in the common work area. CDC guidance advises employees to wear gloves while they are cleaning and disinfecting. See the ‘Importance of using gloves appropriately’ section in this manual to ensure you are being safe and using and removing gloves properly.

All common area surfaces, door knobs, etc. will be sprayed with the disinfectant spray upon the arrival and before departure by the receptionist. Common areas should also be sprayed/cleaned additionally as needed by all employees as directed above.

# Don’t Use Other Employees’ Items

If at all possible, do not use other employees’ phones, desks, offices, or other work tools and equipment. If employee must do so, the employee should use either the disinfectant spray or disinfectant wipes to clean any surface/items they used.

# Good hand hygiene recommendations

CDC recommends employees protect themselves from respiratory illness with everyday preventive actions, including good [hand hygiene](https://www.cdc.gov/handwashing/when-how-handwashing.html). Employees should wash hands often with soap and water for at least 20 seconds, or use a hand sanitizer that contains at least 60% alcohol if soap and water are not readily available, especially during key times when persons are likely to be infected by or spread germs:

* After blowing one’s nose, coughing, or sneezing
* Before, during, and after preparing food
* After using the toilet
* After touching garbage
* Before and after the work shift
* Before and after work breaks
* After touching objects that have been handled by other employees or clients

Click [here](https://www.cdc.gov/handwashing/when-how-handwashing.html) for CDC link to: When and How to Wash Your Hands.

# Importance of using gloves appropriately

Gloves are not necessarily required in all of our program areas. TRI-CAP is providing gloves in both medium and large sizes by all copiers, should employees choose to wear them when using the copiers. It is of utmost importance, that the gloves are removed and disposed of properly after using them to avoid cross contamination. You should still wash your hands, following good hand hygiene recommendations, after touching and/or using items, even if you used gloves.

## Instructions to remove gloves properly as provided by the CDC

* Grasp the outside of one glove at the wrist. Do not touch your bare skin.
* Peel the glove away from your body, pulling it inside out.
* Hold the glove you just removed in your gloved hand. Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
* Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
* Dispose of the gloves safely in the trash can. Do not reuse the gloves.
* Clean your hands immediately after removing gloves.

# Supplies Provided to Employees for work use

Employees will be provided with the following supplies for use while working:

* Individual bottle of Hand Sanitizer
* 2 face masks and 1 mask extender
* Box of Kleenex

# Common Area(s) Supplies

Common areas will be equipped with the following supplies for use while working:

* Hand sanitizer
* Disinfecting wipes (Only use as necessary as they are currently in short supply-use Disinfecting spray instead if possible.)
* Disinfecting spray (Should only be used on areas that CAN GET WET)
* Alcohol wipes (Should be used on copier keypad and touch-screen display areas after you use it, regardless of whether you used gloves or not.)
* Gloves in sizes medium and large (For use when cleaning, using copier, etc.)
* Box of Kleenex

# Importance of using face masks and ensuring they are used appropriately

CDC recommends [wearing cloth face coverings](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html) in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community transmission. Cloth face coverings may prevent people who don’t know they have the virus from transmitting it to others. These face coverings are not surgical masks or respirators and are not appropriate substitutes for them in workplaces where masks or respirators are recommended or required.

TRI-CAP is providing all employees with two cloth face masks and are requesting all employees wear them under the following circumstances:

* When entering/exiting any TRI-CAP location.
* When they are in any of the common areas of a TRI-CAP location.
* If they are meeting/working with other employees in the same office/work space.

TRI-CAP program areas that require specific PPE in regards to face masks, should follow those guidelines. These requirements are for entering/exiting a TRI-CAP facility; common areas; meetings; etc. and not in regards to departmental requirements when they are working with clients. It is vital that employees follow applicable protocol/guidelines when serving clients in their program areas.

Please note, if you are working alone in an office/work space where no other employees are present, it is not necessary to wear the mask at that time. We are only requesting you wear them when you will encounter other employees and may not be able to maintain a recommended six foot distance in passing.

Click [here](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html) for CDC link to: Use of Cloth Face Coverings to Help Slow the Spread of COVID-19.

## Proper wear and care of cloth face coverings

Excerpt from CDC-Use of Cloth Face Coverings to Help Slow the Spread of COVID-19:

* fit snugly but comfortably against the side of the face
* be secured with ties or ear loops
* include multiple layers of fabric
* allow for breathing without restriction
* be able to be laundered and machine dried without damage or change to shape

## FAQs in regards to Face Masks

**Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?**

Yes. They should be routinely washed depending on the frequency of use.

**How does one safely sterilize/clean a cloth face covering?**

A washing machine should suffice in properly washing a face covering.

**How does one safely remove a used cloth face covering?**

Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

# Work Meetings

Work meetings should only be held in person when a conference room or office space is available to allow for appropriate social distancing in ratio to the number of attendees. A minimum of six feet of distance must be maintained, both side by side and across from another person. If possible, Zoom or other video conferencing should be used if it is not possible for attendees to adhere to social distancing guidelines.

# Work vehicle occupancy and required cleaning after use

Work vehicles should only be used by more than one TRI-CAP employee at a time at 50% capacity of max occupancy. If more than one employee is in a TRI-CAP vehicle, all occupants are requested to wear a mask and sit as far apart as the vehicle allows, with windows open. All vehicles should be cleaned/disinfected after each use.

# Work Travel between TRI-CAP Locations

Work travel between TRI-CAP locations should only be done when it is essential for business needs. Arrangements should be made to ensure delivery of interoffice mail delivery to ensure timely delivery between offices of at least one time weekly, if no other employees are traveling to/from the applicable locations.

# Work Related Training if Travel is required to Attend

Work related trainings should be held via Webinar, Zoom, or other type of video conferencing instead of in person training options. If in person training is the only option available to attend the training, the trainings should be discussed with the applicable supervisor and HR to determine whether the training is essential to the job functions of the employee in regards to the program they are working in and safe for the employee to attend the training in person. A minimum of six feet of distance (side by side, and across from each other) must be maintained between and among all attendees at any in-person training, and attendees must wear face coverings.

# Employee Personal Travel

TRI-CAP cannot and will not prevent its employees from engaging in personal travel, but we are asking that employees inform HR about upcoming air or cruise travel plans or any travel outside the United States or to areas of high COVID-19 infection rates. Depending on the location of the travel and the impacts of COVID-19 in that area, quarantine procedures may be required to keep the employee away from the workplace upon their return. TRI-CAP will follow the guidance of local and state authorities regarding when they may return to work, and if any quarantine requirements apply.

Click [here](https://www.cdc.gov/coronavirus/2019-ncov/travelers/travel-in-the-us.html) for CDC link to: Coronavirus in the United States—Considerations for Travelers.

# Emergency Paid Sick Leave and Emergency FMLA

TRI-CAP has implemented policies in compliance with the new federally mandated Paid Leave under the Families First Coronavirus Response Act. The policies were sent out to all employees via email and are also accessible to all employees on the TRI-CAP ClockWise website under the General; Blank Forms tab.

If you have any questions about these policies, contact HR.

# Serving Clients/Visitors

TRI-CAP will follow guidance to ensure the safety of our clients/visitors as well as our employees. It is important to note that current guidance states that clients/visitors that are 65 and over and/or individuals with identified high-risk conditions are particularly vulnerable to coronavirus. TRI-CAP will continue to serve these self-identified clients by phone, email, video conferencing, or other non-physical contact ways when at all possible.

If it is not possible to serve any client/visitor without an in person contact, the employee will need to screen the client/visitor before scheduling AND prior to meeting with the client/visitor if the appointment is not scheduled on the same day.

## Client/Visitor screening

TRI-CAP is an equal opportunity provider. All services are provided without regard to race, age, color, religion, sex, disability, national origin, ancestry or status as a veteran. The sole purpose of completing the client screening form is because of the current COVID-19 pandemic in an effort to keep both the client and TRI-CAP employee safe.

Program specific instructions/guidance for screening clients/visitors will be used if provided. If no guidance has been given, this general TRI-CAP guidance will be used.

A client/visitor screening form will be provided to employees and required to be completed for each client/visitor screening that is conducted. If the client/visitor passes the screening questions, the employee may schedule an in person meeting with the client/visitor. No in person meetings should be scheduled and/or completed until the client/visitor screening form has been completed.

All client/visitor screening forms must be saved with other client/visitor screening forms the employee has completed and filed in date completed order, in a single file folder.

## Request for Clients/Visitors to Wear Masks for in Person Contact

TRI-CAP is requesting clients/visitors to wear a mask for any in person contact with a TRI-CAP employee which will include:

* When entering/exiting any TRI-CAP location.
* When they are in any of the common areas of a TRI-CAP location.
* When they are meeting with a TRI-CAP employee for assistance.

If the client/visitor doesn’t have access to a mask, TRI-CAP will provide one for them as supplies are available. Consult HR if a client/visitor is unable to wear a face covering as specified above for medical reasons, to explore alternatives.

## Delay to Serve Clients/Visitors in Person

TRI-CAP reserves the right to delay in person contact with any client/visitor that cannot successfully pass the screening questions and/or refuses or is medically unable to wear a mask. TRI-CAP will do everything possible to assist the client/visitor with their needs in a non-contact way.

## Other guidelines for in Person Contacts/Meetings

TRI-CAP will only allow one client per in person contact/meeting. If there is an extraordinary need for someone else to also attend the in person contact/meeting, it will need to be disclosed when scheduling the meeting to get approval. If another person is allowed to attend, they will also need to be screened and will also be required to wear a mask.

TRI-CAP employees will conduct these in person contacts/meetings in an area that meets social distancing requirements or has applicable shields in place if unable to meet the six foot distance requirement.

In person contacts/meetings will be scheduled with ample time between them, to ensure cleaning and disinfection can take place before the next client is scheduled.

# TRI-CAP employees mental health and resources to use as necessary

It is natural to feel stress, anxiety, grief, and worry during and after a disaster. Everyone reacts differently, and your own feelings will change over time. Notice and accept how you feel. Taking care of your emotional health during an emergency will help you think clearly and react to urgent needs to protect yourself and your family. Self-care during an emergency will help your long-term healing.

The COVID-19 pandemic has probably changed the way you work. Fear and anxiety about this new disease and other strong emotions can be overwhelming, and workplace stress can lead to burnout. How you cope with these emotions and stress can affect your well-being, the well-being of the people you care about, your workplace, and your community. During this pandemic, it is critical that you recognize what stress looks like, take steps to build your resilience and manage job stress, and know where to go if you need help. Click [here](https://www.cdc.gov/coronavirus/2019-ncov/community/mental-health-non-healthcare.html) for CDC link to: Employees: How to Cope with Job Stress and Build Resilience During the COVID-19 Pandemic.

## Steps to cope with a disaster

* Take care of your body– Try to eat healthy well-balanced meals, exercise regularly, and get plenty of sleep. Avoid alcohol, tobacco, and other drugs. Learn more about wellness strategies for mental health.
* Communicate with others– Share your concerns and how you are feeling with a friend or family member. Maintain healthy relationships, and build a strong support system.
* Take breaks– Make time to unwind and remind yourself that strong feelings will fade. Try taking in deep breaths. Try to do activities you usually enjoy.
* Stay informed– When you feel that you are missing information, you may become more stressed or nervous. Watch, listen to, or read the news for updates from officials. Be aware that there may be rumors during a crisis, especially on social media. Always check your sources and turn to reliable sources of information like your local government authorities.
* Avoid too much exposure to news– Take breaks from watching, reading, or listening to news stories. It can be upsetting to hear about the crisis and see images repeatedly. Try to do enjoyable activities and return to normal life as much as possible and occasionally check for updates.
* Seek help when needed– If distress impacts activities of your daily life for several days or weeks, talk to a personal or professional counselor, or health care provider, or contact the SAMHSA helpline at 1-800-985-5990.

## TRI-CAP Employee Assistance Program

As a reminder, TRI-CAP provides our employees with an Employee Assistance Program through LifeSpring Health Systems.

Below is information about the Employee Assistance Program as well as contact information. If you ever have any questions about this valuable benefit, please do not hesitate to contact HR.

 

## Learn and Share the Facts and Help Stop the Spread of Rumors about COVID-19

Learn and share the facts about COVID-19 and help stop the spread of rumors. When you share accurate information about COVID-19, you can help make people feel less stressed, make a connection with them, and help stop stigma. Understanding the risk to yourself and people you care about can make an outbreak less stressful.

Click [here](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/share-facts.html) for CDC link to: Stop the Spread of Rumors.

Click [here](https://www.cdc.gov/coronavirus/2019-ncov/faq.html) for the CDC link to: Frequently Asked Questions.

# Following Guidelines and Updating the TRI-CAP COVID-19 Action Plan

TRI-CAP is committed to follow Local, State, Federal, CDC, and OSHA guidelines to ensure the safety of our employees and clients. TRI-CAP also reserves the right to update, correct, and modify the TRI-CAP COVID-19 Action Plan as necessary to ensure we are following the most up to date guidance

Guidelines change often and when they do, the TRI-CAP COVID-19 ACTION PLAN will be updated, corrected or modified as necessary to ensure we are following the most up to date guidance to ensure the safety of our employees and clients. Any updates to the plan will be sent out to all employees via email and are also accessible to all employees on the TRI-CAP ClockWise website under the General; Blank Forms tab.

Links have been added as often as possible and should be used to ensure you are receiving the information as it is updated.

Please report any discrepancies you may find in the TRI-CAP COVID-19 ACTION PLAN to HR immediately.

# Acknowledgment of Receipt of TRI-CAP COVID-19 ACTION PLAN

I have received a copy of the **TRI-CAP COVID-19 ACTION PLAN** and agree to read and keep the **TRI-CAP COVID-19 ACTION PLAN** for future reference and to direct any questions about the contents of the **TRI-CAP COVID-19 ACTION PLAN** to my supervisor or to Human Resources. I understand that the **TRI-CAP COVID-19 ACTION PLAN** requires me, in circumstances described, to report my diagnoses of or actual or potential exposure to COVID-19 to HR and leave work or remain offsite until cleared to return onsite, and also requires me to comply with certain prevention measures while onsite, and I agree to comply fully with these requirements. I understand that **TRI-CAP** may modify, change, delete, or add to, as it deems appropriate, the policies, procedures, and other general information in this **TRI-CAP COVID-19 ACTION PLAN**.

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Employee's Signature

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Employee's Printed Name

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Date