**A close up of a sign

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**COVID-19 Operations Plan**

**Scaling up Remote/Offsite Program & Services**

Per State guidance, all businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

Work with your local leaders and local board of health (BOH) to learn what safety standards are required for senior centers.

**Council on Aging Information**

COA Name:

Address:

Contact name:

Contact phone and email:

Number of employees on-site:

**Social Distancing**

* Ensure that all persons, including employees, customers, and vendors remain at least six feet apart to the greatest extent possible. Examples of guidance include:
* Create and issue 6-ft distancing instructions
* Create visual social distancing guidance through the use of markings on floors, signs, barriers, etc.
* Place directional arrows to establish the flow of traffic.
* If possible, designate different doors for entering and exiting facility/rooms.
* Establish protocols to ensure that employees can practice adequate social distancing. Examples of guidance include:
* Establish protocols to prevent crowding.
* Consider postponing program or choosing an alternate location if social distancing cannot be maintained and appropriate cleaning cannot be performed.
* Create a flexible schedule to ensure participants have access to programs, including staggering program start and end times, or requiring pre-registration with limits on numbers allowed to attend at one time.
* Post signage for safe social distancing
* Include 6-ft distancing instructions
* Include the use of markings on floors, signs, barriers, etc.
* Post signage that states face coverings or masks are required.
* Post signage that physical contact of any kind is not permitted, this includes hugging, shaking hands, etc.
* Place directional arrows to establish the flow of traffic.
* Post signage in high traffic areas including all entries stating people must stay at least six feet (two arm’s length) apart from others while in social settings.
* Require face coverings for all persons participating in programs.
* Educate staff, participants, volunteers and vendors on requirements of and proper use and wearing of face coverings.
* Require masks to be worn except for the reasons specified in the Governor’s order
* Implement additional procedures. Please describe them here:
* Determine what programs and services can be provided and when it is permissible to do so, with limited face-to-face interaction meeting State and local BOH safety standards.
* Scale up in-person participation numbers as State and local BOH restrictions permit, still maintaining a rotating list of participants.
* Conduct a walk-through of remote locations to assess capacity, issues and solutions

**Hygiene Protocols**

* Provide hand washing capabilities. Examples of guidance include:
* Work with your local BOH to determine the required hygiene protocols for chosen location.
* Determine if the use of hand sanitizing stations is required or permitted.
* Determine if you have adequate hand-washing capabilities at your location.
* Set up hand sanitizing stations, hand sanitizer dispensers using [alcohol-based hand sanitizer that contains at least 60% alcohol](https://www.fda.gov/drugs/information-drug-class/qa-consumers-hand-sanitizers-and-covid-19), and/or portable sinks.
* Ensure frequent hand washing by employees and provide adequate supplies to do so. Examples of guidance include:
* Purchase hand sanitizer and/or provide access hand washing.
* Post signage to wash hands frequently with warm water and soap.
* Require handwashing *and* glove protocols for certain activities.
* Provide regular sanitization of high-touch areas.
* Follow guidelines for cleaning hard surfaces (such as tables, desks, etc.) and soft or porous surfaces (such as fabric chairs, etc.). Use products that are [EPA-approved for use against the virus that causes COVID-19](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19)and suitable for porous surfaces.
* Clean and safely space chairs and tables before and after use.
* Implement additional procedures, (please describe below). Examples of additional procedures include:
* Post signage on respiratory etiquette and hand hygiene.
* When possible, use single-use supplies.
* Ensure staff and participants wear face coverings.
* Set up and divide supplies and/or equipment prior to program.
* Educate on proper [donning and doffing of PPE](https://www.cdc.gov/hai/pdfs/ppe/ppe-sequence.pdf), for masks and gloves.

**Staffing & Operations**

* Provide training for staff regarding the social distancing and hygiene protocols. Examples of training guidance include:
* Avoid touching your eyes, nose and mouth.
* Wash hands frequently with warm water and soap.
* Stay at least six feet apart from others while in social settings.
* Physical contact of any kind is not permitted. This includes, hugging, shaking hands, etc.
* Require masks to be worn except for the reasons specified in the Governor’s order
* If you are not wearing your mask for any reason, cover your coughs and sneezes with a tissue, then dispose of the tissue in the trash and immediately wash your hands.
* Anyone who does not follow protocol may be asked to leave.
* If anyone refuses to leave the facility, authorities may be contacted.
* Make sure all above protocol is communicated with staff, volunteers and vendors prior to the start of programming.
* Ensure employees who are displaying COVID-19-like symptoms do not report to work
  + Determine if screening will be required for staff, participants and vendors in order before participating (i.e.: Temperature checks, self-screening and/or self-reporting requirements).
  + If screening is required, work with your local BOH and local officials to implement screening process and establish the location where screenings will be conducted.
  + If employees become ill with respiratory symptoms while at work, they should be sent home as soon as possible.
* Establish a plan of action for employees getting ill from COVID-19 at work, and a return-to-work plan. Examples of guidance include:
  + Anyone who develops symptoms while on the job/at the facility should keep their mask/face covering on, notify their supervisor or upper management, and return home.
  + Those with symptoms of respiratory illness should stay home. After recovering from illness, employees should only return to work consistent with the guidelines established by your local BOH.
* Implement additional procedures, (please describe below). Examples of additional procedures include:
* If screening is required for participation in programming, contact your fire department and/or local paramedics for templates/documents they use for screening.
* Contact staff and volunteers about remote programming.
* Provide staff and volunteers with established guidelines.
* Adjust your program hours and/or maximum capacity in order to meet the required mandatory safety standards.
* Schedule staff and activities to limit the number of people involved at one time. Stagger shifts or alternate work days.

**Cleaning & Disinfecting**

* Establish and maintain specific cleaning protocols. Examples of guidance include:
* Equipment should be cleaned and sanitized regularly according to the cleaning schedule.
* Ensure all employees are mindful of their remote workspace and practicing proper cleanliness and hygiene behaviors.
* Determine which staff will be responsible for sanitation and disinfecting of program materials or remote location.
* Create a log to document when cleaning has been completed and by whom.
* Use scanner, stylus, disposable cotton swabs or cleanable screen cover for logging in with ‘MySeniorCenter’ or other software; or consider having staff sign participants in.
* Follow guidelines for how to clean hard surfaces (such as door handles, seat belt buckles, etc.) and soft or porous surfaces (such as fabric seats, etc.). Use products that are [EPA-approved for use against the virus that causes COVID-19](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19)and suitable for porous surfaces.
* Ensure that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed. Examples of guidance include:
* If someone who is sick arrives at the remote location, follow [disinfecting protocols from the CDC](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html).
* Follow guidelines for how to clean hard surfaces (such as door handles, seat belt buckles, etc.) and soft or porous surfaces (such as fabric seats, etc.). Use products that are [EPA-approved for use against the virus that causes COVID-19](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19)and suitable for porous surfaces.
* Implement additional procedures. Please describe below:
* Use the [6 Steps for Safe & Effective Disinfectant Use](https://www.epa.gov/sites/production/files/2020-04/documents/disinfectants-onepager.pdf) from EPA and display in areas that will be sanitized and where custodial supplies are kept.
* Remove fabric table cloths and any unnecessary items from all rooms to decrease the number of surfaces that may be touched.
* When scheduling appointments for service providers such as such as SHINE counselors, legal consultants and podiatrists allow for sufficient time in between appointments to clean and disinfect frequently touched surfaces.
* Check with your local BOH for disinfecting and reporting procedures if anyone sick arrives at the offsite location.