

Infectious Disease Pandemic and Outbreak Policy and Procedure



CONTAGIOUS OUTBREAK PROTOCOL Draft 4

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I. Purpose

The Baranof Island Housing Authority (BIHA) seeks to establish an Infectious Disease Pandemic and Outbreak Policy ~~and Procedure~~ to ensure the safety and health of the BIHA tenants and staff ~~and create an Executive Leadership Committee (ELC) to implement the provisions of this Policy.~~

Commented [CG1]: Denise, you don't need an ELC AND A task force. This is too much.

II. Policy Statement

BIHA is responsible for protecting staff administering and applicants requesting, and tenants receiving services through BIHA programs and residences. To protect the safety and health of all, BIHA shall utilize the following policy and procedures to ensure best efforts against an infectious disease pandemic and outbreak as proclaimed by the Center for Disease Control (CDC) and recognized by the State of Alaska Proclamation.

BIHA staff must be diligent in observing visible symptoms of infections/diseases of BIHA staff and Participant and asking fact-finding questions Staff must take preventive action and err on the side of caution if a person's condition is questionable. Where serious infection or communicable disease is suspected, staff are to immediately refer the individual to medical services. Where the infection/disease is determined to be a reduced risk, staff are to provide clear instructions to the individual about any restrictions that may be temporarily implemented to reduce the spread of disease (e.g. flu, colds).

At no point is staff to put any individual (including employees) at risk by administering services in indoor BIHA facilities unless authorized and directed by trained medical professionals. Staff are to exercise extreme caution and err on the side of protection where a person has a severely compromised immune system (e.g. persons living with HIV/AIDS, diabetes, etc.). Staff are to make sure that all symptoms and actions are clearly documented and communicated to medical professionals.

III. Federal and State Guidelines

BIHA recognizes all federal and state guidelines related to procedures meant to protect businesses, agencies, and individuals against the spread of an infectious disease pandemic and outbreak. The procedures outlined in this policy are intended to supplement federal and state guidelines as they relate to an infectious disease pandemic and outbreak.

IV. Staff Attestation

Before entering BIHA facilities, employees will be required to fulfill an employee ~~document attesting. The purpose of the attestation is to prevent communicable spread of an infectious disease to other staff and tenants at BIHA facilities.~~

The attestation will attest to the physical symptoms and contacts of BIHA staff. The attestation form will be made available to staff via an online submission form or paper form (Appendix A) before staff are allowed to enter a BIHA facility.

V. Activation Levels

BIHA will initiate activation levels based on the state of the pandemic. Each activation level builds upon existing BIHA guidelines with the purpose of coordinating an appropriate response and protocols. The activation levels and their respective activation scenarios are as follows:

1. Level 1: CDC issues precautionary message but no confirmed cases in the state or community are reported.
2. Level 2: Confirmed case(s) in Sitka or surrounding communities.
3. Level 3: Substantial increase in the number of confirmed cases as defined by the Sitka Tribe EELC in Sitka or surrounding communities or (a) employee or (b) resident with virus.

VI. Task Force

1. ACTIVATION LEVEL I

Under Activation Level I, the following procedures must be completed:

1. Create Task Force
2. Confirm that the BIHA Task Force has been activated
3. Assign duties to task force members
4. Follow Infectious Disease Pandemic and Outbreak Policy and Procedure
5. Identify key names and contact information for key individuals who will be primary points of contact for the infectious disease and pandemic response.
6. Identify first responders for BIHA staff and tenants (e.g. SEARHC, law enforcement, paramedic/EMT) and establish protocols and guidance.
7. Inventory Personal Protective Equipment (PPE) and other equipment.
8. Order PPE to meet the needs of tenants and staff and keep an up-to-date inventory to ensure PPE is available.
9. Review quarantine protocols and self-quarantine protocols based on CDC information.

Commented [CG2]: What is this?

Commented [CG3]: Explain how this works & is different from Task Force

Commented [CG4]: Denise, how is this task force going to be created? Board??? Staff? Volunteers, Tenants????? Needs to be explained in the Policy Statement Section. I think it should be key staff because they have the day-to-day management responsibility. Also, a rep from Sitka health and one from social services

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2. ACTIVATION LEVEL II

Under Activation Level II, the following must be completed:

1. The Task Force meets daily.
2. The ~~Executive Leadership Committee~~ (“ELC”) maintains the option of accelerating any of the strategies or revising the Levels of Activation at any time depending on the circumstances.
3. Maintain taskforce is still activated.
4. Review duties of task force members.
5. Follow Contagious Outbreak Protocol.
6. Update names and contact information for key individuals who will be primary points of contact for the contagious outbreak response.
7. Stay current on contagious outbreak information and share with the Task Force
8. ELC needs to ensure that key individuals participate regularly in scheduled calls with local, state, and federal agencies and disseminate information to internal leads.
9. Update first responders list (e.g., SEARHC, law enforcement, paramedic/EMT), and establish protocols and guidance.
10. Update quarantine protocols and self-quarantine protocols based on CDC information.

Commented [CG7]: Who establishes this?????

Commented [CG8]: Do you mean leaders? Who are internal leads

3. ACTIVATION LEVEL III

Under Activation Level III, the following must be completed:

1. Activate ICS and if necessary, COOP
2. Board meetings by teleconference only
3. In-person and external meetings limited to ICS and COOP activities or other critical concerns
4. Cease on-boarding
5. Mandatory daily task force meetings

Commented [CG9]: Spell out

6. The ~~Executive Leadership Committee~~ (“ELC”) maintains the option of accelerating any of the strategies or revising the Levels of Activation at any time depending on the circumstances.

~~7.~~ Update and follow Contagious Outbreak Protocol based on CDC information.

8. Update names and contact information for key individuals who will be primary points of contact for the contagious outbreak response.

9. Stay current on contagious outbreak information and share with task force.

10. ELC needs to ensure that key individual participate regularly in scheduled calls with local, state and federal agencies and disseminate information to internal leads

11. Update first responders list (e.g. SEARHC, law enforcement, paramedic/EMT) and establish protocol and guidance.

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VII. Prevention Efforts

The following procedures shall be recognized at all activation levels and must be implemented and adhered to daily.

1. All sick employees must stay home.
2. All staff and individuals entering and residing in a BIHA facilities must always wear facial coverings.
3. All staff and individuals residing in a BIHA facility must always recognized safe social-distancing protocol (six-feet apart).
4. Masks and gloves for high contact locations will be provided for at the front desk for Participant and or staff to use.
5. All staff are to wash and sanitize hands frequently after but not limited to the following actions:
 - a. Handling money;
 - b. After a respiratory action (e.g. coughing, sneezing, etc.);
 - c. Before and after in-person meetings;
 - d. Touching common surfaces (e.g. doorknobs, public counters, etc.); or
 - e. Using the bathroom.

6. Sanitation and hand washing reminder signs are to be posted in kitchens, washrooms, and other areas deemed appropriate.
7. All surfaces are to be cleaned with soap and water then disinfectant.
8. Frequently touched surfaces are to be routinely cleaned, and public surfaces and objects are to be cleaned before and after each use.
9. Public electronic devices are to be covered with a wipeable surface (e.g., plastic cling wrap) and cleaned using alcohol-based wipes or sprays containing at least 70% alcohol.
10. Staff will be required to clean and disinfect their working area prior to leaving their area or office at the end of the day.

In the event that the MOA or State stands-up the Incident Command System, all BIHA offices will be closed and only mission critical functions are allowed.

Commented [CG11]: What does this mean? What MOA? IS BIHA going to enter into a MOA and with whom?

VIII. Operational Protocols

1. GENERAL

At all levels of activation, the Executive Director and his designee shall communicate to the Board of Commissioners about the Infectious Disease Pandemic and Outbreak Policy and Procedure, as well as the current level of activation. Managers will communicate down to their respective departments regarding protocol plans, departmental specific staffing issues, risk mitigation, and other communication. Finally, the Executive Director and his/her designee shall be the point of contact for all communication with public officials.

2. NEW APPLICATIONS

Activation Level I and II

New application services will be curtailed. During this period, BIHA will try to assist clients to the extent feasible through electronic or written means. Additionally, the following new application services will be modified:

1. Resident showings will be limited to no more than 2 persons, using self-distancing precautions.
2. Necessary original documents must be in a designated drop-box for processing. Staff, while wearing personal protective gear, will process documents 24 hours after drop off.

3. Rental agreements will be sent electronically or by mail, followed up with phone conversations to review the agreement and other pertinent documents.
4. Move-in/move-out inspections will be limited to the primary lease holder and a member of the BIHA staff.
5. Security deposits will be returned minus any unpaid rent, without a move-out inspection.
6. Lease enforcement/complaints can be followed up via emails, text or phone-calls.

Activation Level III

Activation Level III will continue the same guidelines as Activation Level I and II, except for the following:

1. Resident showings will be at the discretion of BIHA management.
2. Drop-box services are canceled until risk of contagious outbreak is reduced, BIHA will try to assist clients to the extent feasible through electronic or written means.
3. Documents will be processed 48 hours after received.
4. Move-in/move-out inspections are waived.

3. PROGRAM ELIGIBILITY; ANNUAL/INTERIM RECERTIFICATIONS

BIHA will use a household/s previous interim/annual action for income and asset information for the household's next annual recertification. Household's experiencing a decrease in their income since the last action, must notify the BIHA staff member responsible for recertification to report the change. BIHA staff will do everything feasible to verify the decrease in income through third party sources, such as fax, email, or scanned documents. Tenant's may drop off necessary documents in BIHA drop boxes.

4. INSPECTIONS

Under Activation Levels I and II, inspections will be carried out by two individuals: the primary lease holder/applicant and a member of the BIHA staff. Under Activation Level III, inspections will be approved at the discretion of management, and inspections may be delayed until after the risk to exposure is diminished. At all levels, inspector swill use precaution and use personal protective gear if an inspection is conducted.

Conditions that may affect inspections include government restrictions, availability of staff, regulatory guidance, and known conditions of occupants or units.

5. MAINTENANCE

At all levels, BIHA will implement the following guidelines for maintenance:

1. BIHA will use extreme caution when required to perform work in common areas.
2. Maintenance will process only urgent work orders.
3. Sick employees must stay at home.
4. Employees will exercise extreme caution when entering a unit and are required to use proper protective clothing, respirators, gloves, face masks, eye protection and other protective gear before entering a unit.
5. Increased cleaning and disinfecting will take place in areas with heavy pedestrian traffic and on surfaces which come into frequent contact to humans, doors, handrails, elevator buttons, light switches for example should be cleaned once a day.
6. Vacant unit turn-out will follow an increased hygienic cleaning as recommended by CDC.
7. Maintenance shall review PPE inventory to ensure adequate supplies are in place should there be a disruption of the supply chain. This should include adequate cleaning supplies as well as any material or equipment necessary for the safe operations of our facilities.

6. FINANCIAL

At all Activation Levels, BIHA will continue to receive and make payments for goods and services provided or delivered. Tenants are expected to continue to make rent and utility payments in a timely fashion. Payments can be delivered through the mail, at a rental drop box (discontinued at Activation Level III), or through direct deposit.

Tenants should notify BIHA staff regarding difficulty making payments for rent and/or utilities. BIHA will make every effort to work with tenants on a corrective payment plan, and/or direct tenants to emergency assistance services offered by BIHA.

7. REVENUE

BIHA staff, to the extent possible, shall make every effort to record revenues received and process deposits as needed. Should effort be hampered to collect and record payments, no action will be made upon any household for non-payment of rent. In

Activation Levels I and II, payments will be received via mail, drop-box, and direct deposit; Activation Level III will allow for direct deposits only.

8. ACCOUNTS PAYABLE

BIHA managers will keep expense receipts and use special contagious outbreak coding for accounts payable. BIHA staff will continue to process accounts payable on a modified schedule and reach out to vendors informing them of when to expect payment.

9. TELEWORK

Under all Activation Levels, telework is recommended. If feasible, the following telework guidelines apply:

1. BIHA will follow CDC guidance in response to the Contagious Outbreak.
2. Staff members who are at a heightened risk of serious illness will be required to work from home.
3. Staff members with a vulnerable household member will be encouraged to work from home.
4. BIHA managers will help coordinate your schedule and work with IT and compliance to set it up home workstation.
5. All department heads are instructed to work to accommodate such requests within in the regulatory restrictions placed on the agency.
6. IT department will make laptops available for this purpose.
7. BIHA shall provide computer access through a VPN connection in accordance with prescribed protocols established by our IT partners.
8. Maintenance personnel are unable to perform maintenance repair via telework. Any maintenance work will be conducted as follows:
 - a.
 - b. BIHA's phone will be forwarded to staff and repair requests forwarded to Head of Maintenance;
 - c. Maintenance staff will make only urgent repairs;
 - d. Any staff required to perform work at any of the properties shall always wear proper protection and utilize safe work practices;
 - e. No unauthorized personal protection gear is allowed; and
 - f. Maintenance staff needs to closely monitor their health and report any symptoms.

10. TRAVEL AND TRAINING

Under all Activation Levels, travel is canceled unless urgent and approved by the ELC. If required, traveling employees will be required to quarantine for the period defined by the CDC. Staff who travel for personal reasons must quarantine for 14 days or test negative before returning to work. Personal travel is highly discouraged.

Commented [CG12]: Denise, I would get rid of this ELC and used the Task Force.

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IX. Communication

1. GENERAL

Regardless of activation level, BIHA will communicate clearly and effectively with employees, residents, government officials and the public, while providing accurate and timely communications. Multiple forms of communication will be utilized including but not limited to flyers, emails, letters, and web announcements. Finally, BIHA will post signs at all facility doors notifying visitors of any lockdown status.

2. EMPLOYEES

Immediate employee communication will be limited at all activation levels to text and emails. Changes in policies and procedures will be done in writing to remove any confusion or to limit misinterpretations. Additionally, all in-person staff meetings are prohibited.

All staff must register for BIHA web alerts, which will cover updated outbreak information; BIHA office status; contagious outbreak protocols; and current activation level.

3. RESIDENTS/TENANTS

Communications with residents/tenants will be limited to letters, website announcements, and the BIHA text messaging service. Written communication will include basic information regarding the infectious disease and pandemic including preventive measures regarding spread and protection against infection.

4. VENDORS

Vendors shall be notified via emails and/or phone call of any change to the work environment, or if any apartments, buildings, or neighborhoods undergo quarantine. At levels II and III, urgent work orders requiring immediate attention in an area of concern will be disclosed, and BIHA will implement a plan to complete urgent work orders.

All activation levels, deliveries shall be limited to the outside entry way, if possible, packages may be disinfected or allowed to sit more than 24 hours before processing.

5. GOVERNMENT OFFICIALS

BIHA will work closely with state and local officials to monitor the contagious outbreak and report any known instances of the virus that have affected staff or tenants. When government decrees are issued, BIHA will work to communicate these directives to residents/tenants and staff. The ~~ED~~Executive Director or his/her designee of BIHA shall be the point of contact for all communication with public officials. At levels II and III, the ~~ED~~Executive Director and/or his/her designee of BIHA shall be the point of contact for all communication with public officials.

6. INCIDENT RESPONSE

In the event an employee or ~~tenant~~Participant has contracted the contagion, the task force should meet, and the ~~ED~~Executive Director or his/her designee shall activate the level of response

X. Staff Infection

In the event a BIHA staff member becomes sick or interacts with an infected individual, the following procedures must be followed.

1. The staff member will be sent home.
2. BIHA staff and designated contract tracers will investigate all close contacts with the infected staff member and notify all close contacts via available contact information.
3. The staff member's designated work area will be thoroughly cleaned and disinfected.
4. The staff member will remain in quarantine and away from BIHA facilities for the designated contagious period of the infectious disease.
5. If available, the staff member will be required to test negative for the infection until returning to the work facility.
6. If necessary and available, the staff member may work remotely if deemed capable by a medical health professional.
7. BIHA will notify the public of ongoing possible and positive infections within their facilities, but BIHA will not make private information of staff public.

XI. Tenant Infection

In the event a BIHA ~~tenant~~Participant becomes sick or interacts with an infected individual, the following procedures must be followed.

1. Tenants will be required to quarantine in their residence for the designated contagious period of the infectious disease. If possible, the infected ~~tenant~~Participant should self-isolate in a designated room in the dwelling and should always wear a mask.
2. All residence occupants will be required to self-isolate within the residency, and they are advised to wear a mask within the residency.
3. Tenants are advised to contact BIHA staff regarding emergency assistance eligibility.
4. Per the BIHA Emergency Housing Assistance Program Policy, if eligible, emergency assistance will be made available to the ~~tenant~~Participant household. Assistance includes but is not limited to:
 - a. Medical delivery services and equipment, including personal protective equipment.
 - b. Grocery and food delivery services.
 - c. Cleaning supplies.
 - d. Rent and utility assistances.
5. Non-occupants are not permitted inside the dwelling during the self-isolation period.
6. Tenants should continue to use 911 emergency services, if needed.
7. Communication with BIHA staff will be limited to direct mail, email, telephones, and door-to-door letter notifications.
8. Maintenance and direct services from BIHA staff will be restricted to emergencies only.

XII. Delivered Goods

Delivered goods to tenants and BIHA staff will continue to be allowed. In all cases, delivered goods should be left at the door of the dwelling or BIHA facility. At the direction of tenants, BIHA staff managing their residency will accept delivered goods on their behalf, but those goods will be subject to a quarantine period of 24 hours before delivered to the door of a ~~tenant~~Participant's dwelling.

XIII. Appendix A

Attestation Form:

CAREFULLY REVIEW EACH SYMPTOM BELOW AND HONESTLY RESPOND.

IF YOU HAVE ANY SYMPTOM BELOW – DO NOT RETURN TO OR ENTER YOUR BIHA WORKPLACE.

In the last 14 days, or since your last visit to a BIHA location, have you experienced one or more of the symptoms listed below?

Employee Self-Attestation:

- A temperature at or above 100.4 degrees or have reason to be concerned you may be developing a fever?
- A new cough that you cannot attribute to another health condition?
- A new sore throat that you cannot attribute to another health condition?
- New shortness of breath or difficulty breathing that you cannot attribute to another health condition?
- New muscle aches or pains that you cannot attribute to another health condition or a specific activity such as physical exercise?
- New loss of taste or smell that you cannot attribute to another health condition?
- Chills that you cannot attribute to another health condition?
- Had close contact, without the use of Personal Protective Equipment (PPE) to include an approved fit tested respirator (**a face covering is not considered PPE**), with someone who is currently sick with suspected infectious disease symptoms or confirmed infectious

disease? (Note: Close contact is defined as within 6 feet for a cumulative total of 15 minutes or more over a 24-hour period).

- Received a positive test result/diagnosis, or are you currently suspected to have an infectious disease?

This list is not an exhaustive list of all symptoms. Other less common symptoms have been reported, including gastrointestinal symptoms such as nausea, vomiting, or diarrhea. Visit the [Center for Disease Control](#) (CDC) or Alaska Department of Health and Social Services website for additional information.

If you answered “yes” to one or more of the above questions:

- You must not report to a BIHA work location*. If you begin experiencing one or more symptoms while at your work location you are to contact your supervisor remotely, by phone or electronic mail. You are to leave work while maintaining 6 feet of distance between you and others.
- Contact your health care provider for medical guidance.

Employee Attestation



I attest, I have read the above statement and prior to coming to a BIHA Work location on today's date, I do not have any of the above symptoms/conditions.



I have read the above statement and am unable to attest as outlined above. I acknowledge I am not to report to my BIHA work location and will follow my department call in procedures.

If you are unable to attest as outlined above, do not report to the BIHA work location, follow your department call in procedures and contact your health care provider.

I _____ attest to the above.