



## COVID-19 Preparedness and Response Plan: Office

Issued: September 4, 2020  
Revised: December 6, 2022  
Revision History: July 28, 2021

### General

ReachOut Healthcare America, LTD d/b/a Smile America Partners (hereinafter "Smile America Partners") has updated its COVID-19 Preparedness and Response Plan using guidance from Occupational Safety and Health Administration (OSHA) and US Centers for Disease Control and Prevention (CDC) to take appropriate steps to prevent employee exposure and infection to SARS-CoV-2, the virus that causes COVID-19.

Smile America Partners has designated the Compliance Department to implement, monitor, and report on the COVID-19 control strategies developed in this plan. The COVID-19 Site Supervisor for the Arizona office is Yoshio Mondragon and the COVID-19 Site Supervisor for the Michigan office is Krista Malinich. This plan will be made readily available to employees. Employees are required to review this plan before returning to the workplace or upon receipt.

### COVID-19 and Prevention

COVID-19 is a highly infectious disease that is spread from person to person, including through aerosol transmission of particles produced when an infected person exhales, talks, vocalizes, sneezes, or coughs. COVID-19 is highly transmissible and can be spread by people who have no symptoms. Particles containing the virus can travel more than 6 feet, especially indoors and in dry conditions (relative humidity below 40%), and can be spread by individuals who do not know they are infected. COVID-19 is less commonly transmitted when people touch a contaminated object and then touch their eyes, nose or mouth. The CDC estimates that over fifty percent of the spread of the virus is from individuals with no symptoms at the time of spread.

Vaccination is the key element in a multi-layered approach to protect workers. Vaccines authorized by the U.S. Food and Drug Administration in the United States are highly effective at protecting most fully vaccinated people against symptomatic and severe COVID-19. Additional preventative measures include wearing face coverings, physical distancing, enhanced cleaning programs with a focus on high-touch surfaces, and practicing hand hygiene.

### Administrative Controls

Administrative controls are workplace policies, procedures, and practices that minimize or eliminate employee exposure to the hazard.

The following administrative controls have been established:

<b>ADMINISTRATIVE CONTROLS FOR <u>ALL EMPLOYEEES</u> (regardless of vaccination status):</b>
<ul style="list-style-type: none"> <li>• Employees must self-monitor for COVID-19 before leaving for work using the daily health questionnaire and follow the reporting procedures for YES responses (appendix 1). The COVID-19 Site Supervisor will communicate CDC guidelines to the employee on their eligibility on returning to work.</li> </ul>
<ul style="list-style-type: none"> <li>• Notify the COVID-19 Site Supervisor immediately if you are experiencing COVID-19 symptoms upon arrival at work or if you become sick during the day. You will be immediately be separated from other employees, customers, and visitors, and sent home. Safe transport of an employee who becomes sick while at work will be arranged if needed.</li> </ul>
<ul style="list-style-type: none"> <li>• Avoid using other employees' phones, desks, offices, or other work tools and equipment. Clean and disinfect if sharing occurs between employees.</li> </ul>
<ul style="list-style-type: none"> <li>• Staff is encouraged to wipe down any common touch areas (for example copier, microwave, refrigerator) prior to and after each usage with provided disinfecting supplies.</li> </ul>
<ul style="list-style-type: none"> <li>• Report any issue with unsafe work conditions, lack of cleaning/disinfectant supplies in the restrooms/office or violations of this plan to the COVID-19 Site Supervisor immediately. Employees can also report issues anonymously and confidentially to the Compliance Helpline at 800-447-9207. In accordance to CC-111 Non-Retaliation Policy, Smile America Partners has a zero tolerance policy for any victimization or other retaliatory behavior towards an employee who inquires about or reports a compliance concern in good faith.</li> </ul>
<ul style="list-style-type: none"> <li>• Comply with hygiene guidelines for handwashing. Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place or after blowing your nose, coughing, or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth with unwashed hands.</li> </ul>
<ul style="list-style-type: none"> <li>• Follow sneeze/cough etiquette. If you are in a private setting and do not have on your face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash. Do not reuse tissues. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.</li> </ul>

<b>COVID-19 Supervisor Administrative Controls:</b>
<ul style="list-style-type: none"> <li>• Provide hand sanitizer for all active desks and workstations.</li> </ul>
<ul style="list-style-type: none"> <li>• Make cleaning and disinfectant products available, at a minimum, upon entry. Consider having these products readily available at common use areas.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide employees with non-medical grade face coverings upon office entry and upon request if lost or damaged. These items are provided to workers at no cost.</li> </ul>

### Smile America Partners Administrative Controls:

- Promote remote work (telecommuting) when possible.
- Redesign job areas and workstations, where applicable, to allow for better social distancing.
- Smile America Partners will allow employees with a confirmed or suspected case of COVID-19 to return to the workplace only after they are no longer infectious according to the latest guidelines from the CDC.
- Ensure that sick leave policies are flexible and consistent with public health guidance, so employees do not go to work sick and permit employees to stay home to care for a sick family member. Smile America Partners will not discharge, discipline, or otherwise retaliate against employees who stay at home or who leave work when they are at particular risk of infecting others with COVID-19.
- Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness.
- Follow established cleaning and reporting protocols in the event of a positive COVID-19 case in the workplace. Maintain confidentiality.
- Monitor federal, state, and local public health communications about COVID-19.

### Recordkeeping

Smile America Partners will maintain the following records as they relate to the COVID-19 Preparedness and Response Plan:

1. Employees identified with a confirmed case of COVID-19; as well as any co-workers, contractors, or suppliers who may have come into contact with the employee who was the confirmed case of COVID-19.
2. Employees that reported close contact
3. Patients that were reported to test positive

Krista Malinich, COVID-19 Site Supervisor, will ensure that the records for Smile America Partners are kept.

## Appendix 1: Daily Health Questionnaire

### SMILE AMERICA™ PARTNERS Daily Health Questionnaire

Employees must self-monitor for COVID-19 before leaving for work using the Daily Health Questionnaire and follow the reporting procedures for responses.

**AZ Office COVID-19 Site Supervisor** – Yoshio Mondragon; 800-409-2563 x21104 (emergency cell at 623-698-6447)

**MI Office COVID-19 Site Supervisor** – Krista Malinich; cell 248-318-7933

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1. Do you have a temperature of **100.4°F or higher**?
  - No; record temperature \_\_\_\_\_°F and time temperature was taken \_\_\_\_\_ AM / PM
  - Yes; **DO NOT REPORT TO WORK** and contact your COVID-19 Site Supervisor and follow normal call-in procedures.
  
2. Do you have any of the following principal symptoms of COVID-19 that are not explained by a known medical or physical condition?
  - Fever, uncontrolled cough, shortness of breath
  - **OR** at least two of the following: loss of taste/smell, muscle aches (“myalgia”), sore throat, severe headache, diarrhea, vomiting, abdominal pain.
  - No
  - Yes; **DO NOT REPORT TO WORK** and contact your COVID-19 Site Supervisor and follow normal call-in procedures.
  
3. Are you feeling sick or think you might have COVID-19?
  - No
  - Yes; **DO NOT REPORT TO WORK** and contact your COVID-19 Site Supervisor and follow normal call-in procedures. |
  
4. In the past 10 days, have you tested positive for COVID-19?
  - No
  - Yes; **DO NOT REPORT TO WORK** and contact your COVID-19 Site Supervisor for updated return to work guidelines and follow normal call-in procedures.
  
5. In the past 10 days, have you had close contact (within 6 feet for 15 minutes or more) with someone with suspected or confirmed COVID-19?
  - No
  - Yes; contact your COVID-19 Site Supervisor for updated close contact guidelines before reporting to work provided that you do not have COVID-19 symptoms.

**Employees are not required to turn in the Daily Health Questionnaire provided that they have reviewed these questions at home and it is safe for them to report to work.**

This list does not cover all possible symptoms of COVID-19. We understand some symptoms related to COVID-19 may be caused by other conditions. Questionnaire results should not be interpreted as a diagnosis. If this questionnaire deems that you should not report to the workplace, then the COVID-19 Site Supervisor will review current CDC guidelines and/or state and local guidelines with you to determine when it is safe for you to report to work again. Revised 09.22.2022