

COVID-19 Preparedness Plan

IMMEDIATE RESPIRATORY STAFFERS CARE WITH CONFIDENCE CLEANING WITH CONFIDENCE

IMMEDIATE RESPIRATORY STAFFERS, INC (aka IRS, IRS Med Staff, Care With Confidence, and Cleaning With Confidence), hereinafter referred to in this document as IRS is committed to providing a safe and healthy workplace for all our workers/employees, customers, clients, patrons, guests and visitors. To ensure we have a safe and healthy workplace, IRS has developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic.

Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers and management. Only through this cooperative effort can we comply with doing our part to establish and maintain the safety and health of all persons in our workplaces.

The COVID-19 Preparedness Plan is administered by Andrea Finkelstein, who maintains the overall authority and responsibility for the plan. However, management and workers are equally responsible for supporting, implementing, complying with and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan.

IRS's managers, supervisors and administrators have our full support in enforcing the provisions of this plan.

Our workers are our most important assets. IRS is serious about safety and health and protecting its workers. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We are involving our workers in this process by: being open and accessible to them to voice any concerns, and offer input and suggestions. Should you have any non-emergency feedback regarding this plan, we will respond to you via email with 72 hours of receiving your concern. Concerns can be sent to Andrea@carewithconfidence.com, or if desired anonymously by being dropped off at the office or mailed to 8777 E Via De Ventura, Ste 390, Scottsdale, AZ 85258 . If it is something regarding Covid-19 that you feel is emergent such as identifying something that is about to put you or others at immediate risk due to the plan needing revision or something is not being implemented by others, or cannot be implemented by you or others, call the office and make sure you communicate to the person who is taking your call that this is an covid safety plan emergency as outlined in this plan and you need to speak to Andrea or Mark Finkelstein immediately. Of course, if it is a medical emergency, please contact 9-1-1 and take all other possible precautions for safety and welfare of you and others. Do not contact us instead of first responders for an imminent threat or medical emergency.

IRS's COVID-19 Preparedness Plan follows the industry guidance. The overall template was modified from a template found at the Minnesota State Department of Health and we would like to thank them for their permission for other businesses in other States to use it freely, including

our passing it forward to other businesses in our State as a starting guide (with the caveat that each business is responsible for the guidelines and mandates in our own State vs those that may be specific to Minnesota). Our plan is also based upon guidelines for COVID-19 from the Centers for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), the Arizona State Department of Health Services (AZ DHS) statutes, rules and standards, and Arizona's relevant and current executive orders. It addresses:

- ensuring sick workers stay home and prompt identification and isolation of sick persons;
- social distancing – workers must be at least six-feet apart;
- worker hygiene and source controls;
- workplace/place of work building and ventilation protocol;
- workplace/place of work cleaning and disinfection protocol;
- drop-off, pick-up and delivery practices and protocol; and
- communications and training practices and protocol.

IRS has reviewed and incorporated the industry guidance applicable for the development of this plan, including the industry guidance from the above governmental entities, as well as associations for medical and nonmedical staffing associations, caregiving and homecare associations and cleaning associations. Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

- additional protections and protocols for customers, clients, guests and visitors;
- additional protections and protocols for personal protective equipment (PPE);
- additional protections and protocol for access and assignment;
- additional protections and protocol for sanitation and hygiene;
- additional protections and protocols for work clothes and handwashing;
- additional protections and protocol for distancing and barriers;
- additional protections and protocols for managing occupancy;
- additional protocols to limit face-to-face interaction;
- additional protections for receiving or exchanging payment; and
- additional protections and protocols for certain types of businesses within an industry.

Ensure sick workers stay home and prompt identification and isolation of sick persons

Workers and others who have had exposure have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering a workplace and for workers to report when they are sick or experiencing symptoms. (See flowchart, as well)

- Temperature of each worker shall be taken and determined as 'within normal range' guidelines before entering a workplace or commencing any work.
- Worker will be asked a battery of questions through a phone system, electronically online, or on paper prior to commencing any work or entering any premises to determine if there is a reasonable chance they are either sick, have been exposed to someone ill, or may have been in public unprotected where they may either be incubating Covid-19, ill or asymptomatic with Covid-19.

- Workers will be required to respond verbally through the phone system, electronically, or on paper and potential exposure must be ruled out according to guidelines before commencing work or entering any premises.
- If there is potential that they are ill or have been exposed recently, they will not be permitted to continue to work and will be asked to isolate or self-quarantine for the then current recommended period (see Addendums and Flow Charts attached to this plan).
- If a worker reports they are experiencing symptoms of Covid-19 and they had direct contact with other workers or other persons related to normal course of IRS's business, they shall be required to have a Covid-19 test if one is available and/or instructed to contact their health care provider or visit a hospital or urgent care, if applicable. If positive, they will be instructed to follow CDC Guidelines, we will notify any workers or clients they have had contact with, and we will report the AZ Department of Health.
- Worker's that are on isolation or quarantine will need to be symptom free for the duration of days the CDC requires at the time, as well as have a negative Covid-19 test prior to returning to work.
- Similarly, if a Worker begins showing symptoms of Covid-19 while at work, we will follow similar steps to immediately isolate the worker, have them don appropriate PPE immediately, if not already wearing, make sure they can safely get home, to a doctor or urgent care, or to the hospital, whichever is appropriate, and will follow the same plan of notifying workers and others, and recommending isolation or quarantine, as appropriate, and contacting the department of health.

IRS has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household. [See Employee Policy and Procedure Manual]. Accommodations for workers with underlying medical conditions or who have household members with underlying health conditions have been implemented. IRS has also implemented a policy for informing workers and other persons if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time.

In addition, a policy has been implemented to protect the privacy of workers' health status and health information as best as practical, while also following other laws, Covid-19 protocols and policies. We will not release the name of the person with the adverse event whenever we are not otherwise required to do so. Employee's must understand, however, that as healthcare, homecare, and sanitation providers where worker's work individually or in small numbers, it can be assumed and the employee understands that another employee or client might be able to determine who the person is, even if we do not divulge or confirm it. In addition, a hospital or facility manager or administrator will need to know which person may have exposed their patients and employees, so will need to know the exact shift and person to determine which patients had contact. Will will require the facilities we do business with also follow HIPAA and other privacy guidelines.

Social distancing – Workers must be at least six-feet apart from others whenever possible.

Social distancing of at least six feet will be implemented and maintained between workers (and customers, clients, patrons, guests and visitors) in the workplace whenever possible through the following engineering and administrative controls:

- We will maintain 6' of space between employees and any other persons (other employees, applicants, visitors, clients, client family members) whenever possible/practical. In the office, masks and/or other applicable ppe will be worn when workers are within 6 feet of others.
- Persons visiting the IRS office such as applicants, employees, postal workers, office building staff, and so on, will be required to wear a mask when entering the office. In addition, visitors will be guided to remain at least 6' apart from others. We will provide 60%+ alcohol hand sanitizer to all individuals who enter the office. We will educate employees on remembering to social distance when using the elevators in the office building, and how this can be accomplished.
- Signs will be placed at the entrance of our office requiring masks, hand sanitation, and social distancing. The office management will enforce this when others enter.
- Office Supplies and Equipment, such as pens, door handles, phone receivers, computer keyboards, pens, staplers, copy machines, faucets, refrigerator handles, cabinet handles, non-porous chair arm rests, tables, clipboards, and so on, which may be touched by more than one person shall be cleaned and disinfected between users.
- Clients or their responsible party will be educated via handouts at a minimum to assist us in meeting safety guidelines in their homes and businesses.
- Appropriate PPE will be worn in any client's home or facility at all times, which at a minimum will consist of gloves and mask. (See addendum for types of employees and work environment to see which PPE is required for your task, and instructions on how and when to use). Hand Sanitizer of at least 60% alcohol will be used by Employees prior to entering a client or patient's home, and frequent handwashing for at least 20 seconds will be required while on a shift. We will provide the proper PPE for our employees as well as make sure they are educated on how and when to use it. Clients and patients will be required to provide their own PPE, or we will provide at a charge. Employees will be required to tell us when clients are not following our recommendations to help protect our employees. If the employee does not feel they can remain protected while at work, they have the right not to work (those in healthcare will need to either warn the client to please comply, offer PPE, or call the office. Depending on how critical the patient is, the employee may or may not be able to 'walk off' the job without a replacement. Therefore, we will help employees learn to identify potential safety and health issues before commencing the shift.
- In-person meetings, which can be transferred to teleconferencing, will be.
- Clients will be reminded that contactless payment is always available and will be given instruction on how to pay in this way.
- When car-pooling, employees shall be required to wear non-medical face masks or coverings and gloves. It will also be recommended that the a/c be set on vent (vs. recirculate) or that windows be open to allow 'air dilution.' We will also require car-

pooling employees to be spaced as far apart as safely possible (eg 1 driver in left front, one passenger in right rear).

- If any employee has questions or concerns about this plan, they can write to Andrea@carewithconfidence.com. Or, if an emergency, they can speak to anyone answering the phone at the office (after calling 9-1-1 if appropriate), and tell them it is Covid Response Plan emergency and to have Andrea call them ASAP. The office will send a message via text and phone Andrea and have her return the phone call.

Worker hygiene and source controls

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom. All customers, clients, patrons, guests and visitors to any place where the employee shall be working are required to wash or sanitize their hands prior to or immediately upon entering the facility. Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are either at entrances and locations in the workplace, or shall be given to employees, so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. Employees who are given hand sanitizer will be required to report to us when they need a refill. When employees work in a facility, such as a hospital or rehab center, they shall be educated on (if appropriate) and shall follow the Covid Response Plan of the Facility.

Source controls are being implemented at our workplaces at all times. Workers and customers, clients, patrons, guests and visitors, to the office are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their mouth, nose and eyes, with their hands, and to dispose of tissues in provided trash receptacles, and to wash or sanitize their hands immediately afterward. Workers will follow these same instructions in any place of work, outside of the office, as well. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and other persons entering the workplace.

Workplace building and ventilation protocol

Operation of the building in which the workplace has been assured to us by the building management to include necessary sanitation, assessment and maintenance of building systems, including water, plumbing, electrical, and heating, ventilation and airconditioning (HVAC) systems. The HVAC system is purported to have HEPA Filtration incorporated into it and property maintained by the building management. When workers are in other places of work outside of the office, it is not possible to determine their compliance with ventilation protocols. Therefore, workers are instructed to follow 'potential exposure' protocol and take necessary precautions to increase exposure protection. At a minimum, Workers are required to wear masks and gloves at all times when in a place of work.

Workplace cleaning and disinfection protocol

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, vehicles and areas in the work environment, including restrooms, break rooms, lunch rooms, meeting rooms, checkout stations, fitting rooms, and drop-off and pick-up locations. Frequent cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit card readers, delivery equipment, etc. The office shall be cleaned by the regular building contracted cleaning staff nightly. The office building management is assuring us that the contractors for cleaning are all required to be gloved and masked when in the building, using cdc recommended frequent handwashing techniques, washing hands and changing gloves between office occupants. All vacuums shall have a hepa filtration system and shall be properly maintained.

Appropriate and effective cleaning and disinfecting supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications, and are being used with required personal protective equipment for the product. CDC recommended cleaning products will be used in accordance to their label. High touch areas will be frequently wiped after each use with an alcohol wipe with a concentration of 60% alcohol, Lysol, or similar. When cleaning after a covid known exposure, or for clients with known exposure, a hospital grade sanitizer will be used. We will ensure each employee using product is instructed or demonstrates they know how to use products and how to dispose of properly.

Drop-off, pick-up and delivery practices and protocol

The company will ensure that any person delivering items through mail carrier, courier and so on shall not enter the office without wearing a mask and gloves at a minimum. If we have a situation where we deliver an item to a client, if not needing to enter the place of work for any other reason (such as caregiving or cleaning services by the same worker), we will wear gloves and masks at a minimum, and drop the items at the door.

Communications and training practices and protocol

This COVID-19 Preparedness Plan was/is being communicated in its entirety via notices to employees via email, phone, posting on our website and links on our website, shift sign-in notices (phone, app and online), and notices in direct deposit receipts to all workers beginning on 8/1/2020 (portions finalized prior such as symptom checkers, handwashing, ppe protocol has been ongoing since early April as completed and available). Necessary training is being provided via in-person training, online via links on our website or through Clearcare, in flyers, postings in office, and so on. Additional communication and training will be ongoing by making sure each new employee views a copy of the plan upon hiring and knows where they can go to review it. Training has been or will be provided to all workers. Those who did not receive the initial training will be trained prior to initial assignment. If duties are changing for a current employee (ie caregiver to cleaner, therapist to cleaner), they will also be retrained prior to reassignment.

Instructions will be communicated to all workers, including employees, temporary workers, staffing and labor-pools, independent contractors, subcontractors, vendors and outside technicians, customers, clients, patrons, guests and visitors, about protections and protocols, including: 1) social distancing protocols and practices; 2) drop-off, pick-up, delivery and general in-person interaction safety protocols; 3) practices for hygiene and respiratory etiquette; 4) recommendations or requirements regarding the use of masks, face-coverings and/or face-shields by workers, customers, clients, patrons, guests and visitors via links on our website, where they can view this information including the appendix of links.

All workers, customers, clients, patrons, guests and visitors will also be advised not to enter the workplace/place of work if they are experiencing symptoms or have contracted COVID-19 via an automated sign in system which asks the screening questions, signs posted at the door of our office, and questions being asked of clients from an intake sheet by workers before they enter the place of work. All workers have been educated as to the importance of their part in a business that either takes care of individuals who are already of those whom are at higher risk should they contract Covid-19, entering homes to clean where people are sheltering in place to avoid Covid and that the employee could be a source of bringing a virus into the home and therefore negating all the sheltering in place efforts, or they are treating covid-positive patients or remediating businesses from Covid exposure, so that proper controls are essential in every area of the IRS, Inc business to protect workers and have workers be an integral part of protecting others. They are educated as to the importance of this via initial interviews, professional training (ie respiratory therapy school, cna school, caregiving training) on the importance of understanding communicable/airborne disease management and prevention. In addition, we have a pretest and post-test to make sure they understand this.

Managers and supervisors are expected to monitor how effective the program has been implemented. Managers and supervisors will ensure that the screening questions and procedures are followed by workers prior to any work commencing on any day, and that workers ask clients of non-expected exposure the same screening questions prior to entering a place of work. If one of our employees becomes ill, we will try to determine how they were exposed and if other employees or clients could have had the same exposure or any exposure to the individual within 3 days of symptoms beginning. We will notify any known person in this group and have them self-isolate/quaranteen per the cdc current recommended guidelines (currently 3 days). We will also then review procedures to see if this can be avoided in the future and any deficiencies will be addressed. All management and workers are to take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices and training as necessary. This COVID-19 Preparedness Plan has been certified by Andrea Finkelstein and management and the plan was posted throughout the workplace and made readily available to employees [date]. It will be updated as necessary by Andrea Finkelstein.

Additional protections and protocols

Other conditions and circumstances addressed in this plan that are specific to our business include:

- additional protections and protocols for work clothes, rags, mopheads

- ▶ Soft surface clothing which become exposed to areas which may have the virus shall not be worn between suspected or confirmed covid places of work unless complete ppe including hooded jumpsuit, gloves, masks, goggles are worn and changed between each place. New gloves and masks shall always be used between places of work or clients/patients, of which the used will be disposed of properly.
 - ▶ Soft surface items such as rags, mopheads, dusters, etc, shall not be used between clients/patients or other places of work. In the case of microfiber mopheads, the hard handle and metal head portion shall be cleaned in between and new soft heads put on before entering a new place of work. Used swiffer-type heads will also be disposed of (if not washable type) and a new used in each successive place of work.
 - ▶ Washable soft items (clothing, rags, etc) shall be laundered according to cdc guidelines. The employees responsible for laundering items shall be educated on proper laundering guidelines.
- additional protections and protocol for distancing and barriers - workers shall be instructed to monitor proper distancing of all persons surrounding them. If someone is within the non-safe-zone range (<6ft) and can move, worker shall ask the person to distance. If the person does not carry out the request, the employee is to move.
 - additional protections and protocols for managing occupancy - most office interactions, homecare and cleaning have occupancy well-below allowable levels. Employees will be instructed to avoid all high density areas where social distancing of 6' between each party cannot be maintained.
 - additional protocols to limit face-to-face interaction - phone conversations or video conferencing will be instituted whenever possible. When face-to-face interaction must occur, worker shall wear gloves and a mask at a minimum. Where covid is suspected, they will also wear complete ppe protection including gown or jumpsuit, and non-vented goggles.
 - additional protections for receiving or exchanging payment - payment shall be by credit card or online whenever possible. If client is paying by check, worker shall not touch, pick up, carry or hand-deliver the check without gloves.

Certified by:

Signature
 Vice President
 Covid Compliance Officer

Date

Appendix A – Guidance for developing a COVID-19 Preparedness Plan

General

Minnesota State Health Department <http://www.health.state.mn.us/diseases/coronavirus>

Centers for Disease Control and Prevention (CDC): Coronavirus (COVID-19) –

www.cdc.gov/coronavirus/2019-nCoV

Arizona Department of Health Services <https://www.azdhs.gov/>

Arizona State Government - <https://az.gov/government-0>

- General for all Businesses

CDC: Resources for businesses and employers –

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

CDC: General business frequently asked questions – <https://cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>

CDC: Building/business ventilation – <https://cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

AZDHS: Retail Businesses and employers: COVID-19 –

https://azgovernor.gov/sites/default/files/guidance_for_retail.pdf

AZ Governor's Office guidance for all businesses:

https://azgovernor.gov/sites/default/files/requirements_for_businesses_0.pdf

CDC: Business readiness kit for reopening:

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/community/Resuming-Business-Toolkit.pdf>

Federal OSHA – www.osha.gov

Youtube - Proper Handwashing Instructions using ink to illustrate:

<https://www.youtube.com/watch?v=4UyucwRzp00>

Minnesota Department of Health - Proper Handwashing in Multiple Languages:

<https://www.youtube.com/playlist?list=PLnv1INVkxmvGoDDy3vbrEiZCB30TNvBu>

Respiratory etiquette: Cover your cough or sneeze

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

CDC: www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

Social distancing (not already covered in previous links)-

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html

Housekeeping

CDC: www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

CDC: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html

CDC: www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Environmental Protection Agency (EPA): www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

Employees exhibiting signs and symptoms of COVID-19

CDC: www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

MDH Corona Physical Health Effects: www.health.state.mn.us/diseases/coronavirus/basics.html

AZ Dept of Health - where to get tested

https://www.azdhs.gov/preparedness/epidemiology-disease-control/infectious-disease-epidemiology/index.php?utm_source=google_grant&utm_medium=cpc&utm_campaign=covid19&utm_term=covid#novel-coronavirus-testing

Training -

CDC: www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html

Federal OSHA: www.osha.gov/Publications/OSHA3990.pdf