

# COVID-19 Preparedness & Response Plan

## For Lower and Medium Exposure Risk Employers ONLY

### ✔ General

The following COVID-19 preparedness & response plan has been established for Betsie River Veterinary Clinic, PC in accordance with MIOSHA Emergency Rules for Coronavirus disease 2019 (COVID-19). The purpose of this plan is to minimize or eliminate employee exposure to SARS-CoV-2.

The Emergency Rules have general safeguards applicable for all workplaces and specific safeguards for certain industries. Tania Arens has read these emergency rules carefully, developed the safeguards appropriate to Betsie River Veterinary Clinic, PC based on its type of business or operation, and has incorporated those safeguards into this COVID-19 preparedness and response plan.

Betsie River Veterinary Clinic, PC has designated one or more worksites supervisors to implement, monitor, and report on the COVID-19 control strategies developed in this plan. The worksite supervisors are Tania Arens, Nicole Arguelles, LVT, and Amber Larr, LVT. A supervisor will remain on-site at all times when employees are present on site. An on-site employee may be designated to perform the supervisory role.

The plan will be made readily available to our employees and their representatives. The plan will be made available via hard copy.

### ✔ Exposure Determination

Betsie River Veterinary Clinic, PC has evaluated routine and reasonably anticipated tasks and procedures for all employees to determine whether there is actual or reasonably anticipated employee exposure to SARS-CoV-2. Tania Arens was responsible for the exposure determination.

Betsie River Veterinary Clinic, PC has determined that its employees' jobs fall into only the lower exposure and medium exposure risk categories as defined by the OSHA Guidance on Preparing Workplaces for COVID-19:

- **Lower Exposure Risk Jobs**. These jobs do not require contact with known or suspected cases of COVID-19 nor frequent close contact (for example, within six feet) with the general public. Workers in this category have minimal occupational contact with the public and other coworkers. Examples are small offices, small manufacturing plants (less than 10 employees), small construction operations (less than 10 employees), and low-volume retail establishments, provided employees have infrequent close contact with coworkers and the public.
- **Medium Exposure Risk Jobs**. These jobs are those that require frequent or close contact (for example, within six feet) with people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients. Examples are most jobs at manufacturing plants, construction sites, schools, high-volume retail settings, and other high-population-density work environments.

Tania Arens verifies that Betsie River Veterinary Clinic, PC has no high-risk exposure jobs. High exposure risk jobs have high potential for exposure to known and suspected cases of COVID-19. Examples are most jobs in healthcare, medical transport, nursing homes and residential care facilities, mortuaries, law enforcement, and correctional facilities. This sample plan is not intended for employers who have high exposure risk jobs.

Betsie River Veterinary Clinic, PC has categorized its jobs as follows:

**NOTE:** Some jobs may have more than one type of exposure risk depending on the task or qualifying factors.

<b>Job/Task</b>	<b>Exposure Risk Determination (Lower or Medium)</b>	<b>Qualifying Factors (Ex. No Public Contact, Public Contact)</b>
Veterinarian	Lower to Medium	Operating curbside service, Very little Public Contact
Veterinary Technician	Lower to Medium	Operating curbside service, Very little Public Contact
Veterinary Assistant	Lower to Medium	Operating curbside service, Very little Public Contact
Receptionist	Lower to Medium	Operating curbside service, Very little Public Contact

## ✔ Engineering Controls

Betsie River Veterinary Clinic, PC has implemented feasible engineering controls to minimize or eliminate employee exposure to SARS-CoV-2. Engineering controls involve isolating employees from work-related hazards using ventilation and other engineered solutions. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement.

For lower exposure risk jobs, new engineering controls are not required. For medium exposure risk jobs, engineering controls can include:

- Installing physical barriers (such as clear plastic sneeze guards) between coworkers or between workers and customers.
- Installing a drive-through window for customer service.
- Increasing the amount of ventilation in the building.
- Increasing the amount of fresh outdoor air that is introduced into the building.

Tania Arens will be responsible for seeing that the correct engineering controls are chosen, installed, maintained for effectiveness, and serviced when necessary.

The following engineering controls have been implemented:

<b>Job/Task</b>	<b>Engineering Control</b>
Out Patient Care	Continued curbside operation limiting public contact; instituted ability to video chat with clients by a phone app while patient is within the clinic.
Retail Sales or Medication Refills	Continued curbside operation limiting public contact
Hospitalized/Surgical Patient Care	Continued curbside operation for admission of patients limiting public contact
Receptionist	Continued curbside operation, and plexiglass barriers have been installed between reception waiting areas and reception stations

## ✔ Administrative Controls

Administrative controls are workplace policies, procedures, and practices that minimize or eliminate employee exposure to the hazard. Tania Arens will be responsible for seeing that the correct administrative controls are chosen, implemented and maintained for effectiveness.

The following administrative controls have been established for Betsie River Veterinary Clinic, PC:

(Choose the controls below that are feasible for your workplace. Delete the controls that are not feasible or applicable. Add additional rows for other feasible administrative controls that will be implemented. In the first column, indicate which jobs or tasks will use each administrative control.)

<b>Job/Task</b>	<b>Administrative Control (For Example, Workplace Distancing, Remote Work, Notifying Customers)</b>
All employees	Maintain at least six feet from everyone on the worksite, whenever possible.
All employees	Use ground markings, signs, and physical barriers to prompt employees to remain six feet from others.
All employees	Require employees to wear cloth face coverings when working in the same area. Disposable masks will be provided, or employees may bring cloth face coverings of their own choosing.
All employees	If unable to socially distance (i.e. while restraining a patient for a procedure), employees shall wear a cloth face covering and protective goggles or a face shield, which will be provided.
All employees	Restrict face-to-face meetings with clients to the greatest extent possible. Communicate through phone, email, teleconferencing, and PetDesk video chat or Zoom video chat.
All employees	Clients are restricted from entering the clinic, with specific exceptions*
All employees	Minimize the sharing of tools, equipment, and items, and disinfect commonly used items regularly throughout the day.
All employees	Require clients and the public to wear cloth face coverings.

All employees	Keep clients informed about symptoms of COVID-19 and ask sick customers to stay at home until healthy again. Encourage sick customers to have someone visit the clinic for them, use home delivery, or use curbside service if they must come.
All employees	Provide clients and the public inside the clinic with tissues and trash receptacles and hand sanitizer.
All employees	Encourage customers to place orders for merchandise or services through the phone or web.
All employees	Promote curbside and home delivery to minimize contact with customers.
All employees	Encourage proper cough and sneeze etiquette by employees, including covering coughs and sneezes (washing hands thoroughly after or applying hand sanitizer if washing hands is not immediately possible) and coughing and sneezing into one's elbows rather than hands.
All employees	Ensure that sick leave policies are flexible and consistent with public health guidance, so employees do not go to work sick.
All employees	Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness.
All employees	Maintain flexible policies that permit employees to stay home to care for a sick family member.
All employees	Follow current CDC guidelines following any known exposure to symptoms of SARS-CoV-2

\* The exceptions to clients coming inside the clinic shall be:

- If a pet is not able to be handled by anyone other than the owner, the owner alone may come in with their pet subject to health screening.
- If a pet is being euthanized, up to two (2) family members may come inside to be with the pet subject to health screening.
- If a client or visitor with the client needs to use the restroom, one (1) person may enter the clinic (or two people if the person needing to use the restroom is a small child who needs an adult to accompany him/her) subject to health screening.

Any person entering the clinic shall be instructed to wear a mask or a face covering.

In the event that a client must come into the clinic, they are to be screened regarding symptoms and a no-touch temperature reading at the door by a team member, and then escorted to an exam room or the restroom. A client using the restroom should be directed to leave immediately after using the facilities and not remain inside the building.

All health screenings must be documented on the list by the clinic entrance, and the clients shall be identified by their client ID number to maintain anonymity to the general public.

When a client is brought into an exam room, that client will remain in the exam room for the entirety of the visit and all transactions, including payment, should be concluded within the exam room. At the end of the visit, the client shall be escorted out the back entrance by a team member. The client shall not be directed to check out at the reception desk.

### **Hand Hygiene**

Tania Arens will be responsible for seeing that adequate handwashing facilities are available in the workplace and that regular handwashing is required. Frequency of such handwashing will be determined in part by factors such as when and how often the employees' hands are potentially exposed to SARS-CoV-2. When handwashing facilities are not available, Betsie River Veterinary Clinic, PC shall provide employees with antiseptic hand sanitizers or towelettes. Betsie River Veterinary Clinic, PC will provide time for employees to wash hands frequently and to use hand sanitizer.

Betsie River Veterinary Clinic, PC shall promote frequent and thorough hand washing, including by providing workers, clients, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, provide antiseptic hand sanitizers or alcohol-based hand towelettes containing at least 60 percent alcohol.

### **Disinfection of Environmental Surfaces**

Betsie River Veterinary Clinic, PC will increase facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces (for example, door handles), paying special attention to parts, products, and shared equipment (for example tools, machinery, vehicles). Betsie River Veterinary Clinic, PC will make cleaning supplies available to employees upon entry and at the worksite.

Tania Arens, Nicole Arguelles, and Amber Lar will be responsible for seeing that environmental surfaces in the workplace are cleaned and disinfected. Frequency of such disinfection will be determined in part by factors such as when and how often the

environmental surfaces are potentially exposed to SARS-CoV-2. When choosing cleaning chemicals, Betsie River Veterinary Clinic, PC will consult information on Environmental Protection Agency (EPA)-approved disinfectant labels with claims against emerging viral pathogens. Products with EPA-approved emerging viral pathogens claims are expected to be effective against SARS-CoV-2 based on data for harder to kill viruses. The manufacturer's instructions for use of all cleaning and disinfection products will be strictly adhered to.

The following is a list of environmental surfaces, methods used to disinfect, and the frequency of such disinfection:

<b>Surface</b>	<b>Method/Disinfectant Used</b>	<b>Schedule/Frequency</b>
Curbside Outpatient, patient only: Exam room exam table, countertop, chair(s), as applicable	Odoban Disinfectant Spray applied for 60 seconds and then wiped dry.	Between patient exams
Client admitted with outpatient: Exam room walls, doors, door handles, exam table, countertop, chair(s), as applicable	Clorox Clean Up Cleaner and Bleach Spray applied to wet surface completely for 30 seconds and then rinsed or wiped dry.	Following any outpatient exam where a client is present in that area.
Reception Area: Including but not limited to counter tops, desk tops, chair arms, telephones, keyboards, computer mince, staplers, writing implements	Counters/desktops/chairs: Clorox Clean Up Cleaner and Bleach Spray applied to wet surface completely for 30 seconds and then rinsed or wiped dry.  Computer/phone equipment and office utensils: Use Clorox Disinfecting Wipes as directed on manufacturer's label	At least once per day, and following each time a client is present in that area.
Kitchen/Break Room: Including but not limited to counter tops, table tops, chairs/benches, appliance doors and	Use Clorox Disinfecting Wipes as directed on manufacturer's label.	At least once daily.

handles, doors and door handles, file cabinet drawers and handles		
Bathrooms: All surfaces	Clorox Clean Up Cleaner and Bleach Spray applied to wet surface completely for 30 seconds and then rinsed or wiped dry.	At least once per day, and following each time a client is present in that area.
Lab/Pharmacy (all surfaces except Heska and Idexx Machines)	Odoban Disinfectant Spray applied for 60 seconds and then wiped dry.	At least twice per day.
Heska Equipment and Idexx machines	Wipe all surfaces with a Clorox Disinfecting wipe EXCEPT GRAY COVER ON CHEMISTRY MACHINE	At least once per day
Surgery	All surfaces except machines and equipment: Odoban Disinfectant Spray applied for 60 seconds and then wiped dry.  All machines and equipment: wipe all surfaces with a Clorox Disinfecting Wipe or a cotton ball with isopropyl alcohol	At least once per day, more frequently on days surgery is performed.
Isolation: All surfaces	Clorox Clean Up Cleaner and Bleach Spray applied to wet surface completely for 30 seconds and then rinsed or wiped dry.	At least once per week, more frequently if used for patient treatment.
Treatment	All surfaces except machines and equipment: Odoban Disinfectant Spray applied for 60 seconds and then wiped dry.  All machines and equipment: wipe all surfaces	At least once per day, more frequently depending on amount used; all cages cleaned and disinfected as required when housing pets.

	with a Clorox Disinfecting Wipe or a cotton ball with isopropyl alcohol	
Radiology	All surfaces except Cuattro screen: Odoban Disinfectant Spray applied for 60 seconds and then wiped dry.  Cuattro screen: daily cleanse with only water and a paper. IF KNOWN COVID-19 EXPOSURE, may wipe with a Clorox Disinfecting Wipe	
Kennel Room: All surfaces	Odoban Disinfectant Spray applied for 60 seconds and then wiped dry.	At least once per day, more frequently depending on amount used; all cages cleaned and disinfected as required when housing pets.
Exercise Room: All surfaces (Employees only)	Odoban Disinfectant Spray applied for 60 seconds and then wiped dry.	Cleanse/disinfect equipment after each use.

Betsie River Veterinary Clinic, PC will perform enhanced cleaning and disinfection after persons confirmed to have COVID-19 have been in a work area in accordance with current CDC guidelines. In the interim, that work area will be temporarily closed, and employees will be sent home or relocated. Tania Arens, Nicole Arguelles, and Amber Larr will be responsible for seeing that this protocol is followed.

The following methods will be used for enhanced cleaning and disinfection:

***All hard, smooth surfaces, tools, instruments, etc. which are open to the air and are not otherwise self-contained shall be cleansed and disinfected thoroughly using Clorox Clean Up Cleaner and Bleach Spray, allowing the solution to remain on all surfaces to be disinfected for at least 30 seconds before either rinsing or wiping that surface dry. Any delicate tools and equipment shall be cleaned and then wiped with isopropyl alcohol. Any fabric surfaces shall be laundered with laundry detergent and the appropriately measured amount of bleach (according to***

***the manufacturer's label) added to the laundry for disinfection. Reception area rugs shall be rolled up and bagged, and our rug supplier shall be called to retrieve them and replace them with new rugs. Hard floors shall be mopped with a solution of water and bleach mixed according to the manufacturer's label to provide appropriate disinfection. All trash and trash bags will be removed and discarded outside the building, and fresh trash bags will be placed in all trash receptacles.***

**✔ Personal Protective Equipment (PPE)**

Betsie River Veterinary Clinic, PC will provide employees with the types of personal protective equipment, including respirators if necessary, for protection from SARS-CoV-2 appropriate to the exposure risk associated with the job. The employer must follow current CDC and OSHA guidance for personal protective equipment.

All types of PPE are to be:

- Selected based upon the hazard to the worker.
- Properly fitted and periodically refitted as applicable.
- Consistently and properly worn.
- Regularly inspected, maintained, and replaced, as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.

Betsie River Veterinary Clinic, PC will provide non-medical grade face coverings (cloth face coverings) to employees (cloth face coverings are technically not considered PPE). Betsie River Veterinary Clinic, PC will require employees to wear face coverings when they cannot consistently maintain six feet of separation from other individuals in the workplace. Betsie River Veterinary Clinic, PC will provide face shields and/or safety goggles to be work with cloth face coverings when employees cannot consistently maintain three feet of separation from other individuals in the workplace, and employees are directed to wear the additional PPE provided. Disposable gloves and cloth gowns/smocks are also available to employees to be used as necessary.

The following type(s) of PPE have been selected for use:

Job/Task	PPE
All Employees	Cloth face coverings at all times

Treatment Staff assisting with pet examination and treatment	Cloth face coverings and face shield/safety goggles if not able to properly distance
Treatment Staff assisting in isolation ward (not Covid-19 related)	Cloth face coverings, face shield/safety goggles, gloves, and gown/smock Gloves will be removed and discarded and gown/smock will be removed as leaving isolation ward and placed in a receptacle in the laundry for washing with bleach for disinfection

### ✔ Health Surveillance

Betsie River Veterinary Clinic, PC will conduct a daily entry self-screening protocol for all employees or contractors entering the workplace, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed exposure to people with possible COVID-19, together with, if possible, a temperature screening. Tania Arens, Nicole Arguelles, and Amber Larr will be responsible for ensuring that all required health surveillance provisions are performed.

As workers enter the place of employment at the start of each work shift, Betsie River Veterinary Clinic, PC will have employees self-screen for COVID-19. Betsie River Veterinary Clinic, PC will have employees complete a list of questions covering the signs and symptoms of COVID-19 and their exposure to people with suspected or confirmed COVID-19. When obtainable, a no-touch thermometer will be used for temperature screening of employees. Responses to employee self-screening will be recorded digitally. Betsie River Veterinary Clinic, PC will similarly screen contractors, suppliers, and any other individuals entering the worksite. Those responses will be recorded on paper.

Employees have been directed to promptly report any signs and symptoms of COVID-19 to Tania Arens or Nicole Arguelles before and during the work shift. Betsie River Veterinary Clinic, PC has provided employees with instructions for how to make such a report to the employer.

The specific instructions for employee reporting signs and symptoms of COVID-19 are as follows:

- ***Employees shall continue to self-screen for symptoms of Covid-19 every day, including reporting a daily temperature taken with a no touch thermometer. This information is required to be recorded.***

- ***Employees who have symptoms when they arrive at work or become sick during the day should immediately be separated from other employees, customers, and visitors and sent home. Employees who develop symptoms outside of work should notify their supervisor and stay home. Any employee showing symptoms of Covid-19 should self-isolate in accordance with CDC and local health department recommendations.***
- ***If an employee has had direct exposure (close contact, no mask, indoors for more than 15 minutes) to someone known to have tested positive for Covid-19, but does not have symptoms should remain at home or in a comparable setting and practice social distancing for 14 days. All other employees should self-monitor for symptoms and wear cloth face coverings when in public. If they develop symptoms, they should notify their supervisor and stay home.***
- ***Beyond the circumstances described above, employees should report any and all possible exposure to a supervisor, and if there is any question as to how to address the exposure, the supervisor shall contact the Benzie-Leelanau Health Department for further direction.***

Betsie River Veterinary Clinic, PC will physically isolate any employees with known or suspected COVID-19 from the remainder of the workforce, using measures such as, but are not limited to:

- Not allowing known or suspected cases to report to or remain at their work location.
- Sending known or suspected cases to a location (for example, home) where they are self-isolating during their illness.
- Assigning known or suspected cases to work alone at the location where they are self-isolating during their illness.

Betsie River Veterinary Clinic, PC 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.

When an employee is identified with a confirmed case of COVID-19, Tania Arens will notify the local public health department immediately, and any co-workers, contractors, or suppliers who may have come into contact with the person who is the confirmed case of COVID-19, within 24 hours. When notifying coworkers, contractors, and suppliers, Betsie River Veterinary Clinic, PC will not reveal the name or identity of the confirmed case.

Betsie River Veterinary Clinic, PC 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.

### ✔ Training

Tania Arens shall coordinate SARS-CoV-2 training and ensure compliance with all training requirements.

Betsie River Veterinary Clinic, PC will train workers on, at a minimum:

- Workplace infection-control practices.
- The proper use of personal protective equipment.
- Steps the employee must take to notify the business or operation of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19.
- How to report unsafe working conditions.

Tania Arens shall create a record of the training. Records should include the name of the employee(s) trained and the date of the training.

### ✔ Recordkeeping

Betsie River Veterinary Clinic, PC will maintain records of the following requirements:

- Training. The employer shall maintain a record of all COVID-19 employee training.
- Screening protocols. The employer shall maintain a record of screening for each employee or visitor entering the workplace.
- When an employee is identified with a confirmed case of COVID-19, record when the local public health department was notified; as well as any co-workers, contractors, or suppliers who may have come into contact with the person who was the confirmed case of COVID-19.

Tania Arens will ensure that the records are kept.

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