COVID-19 PREPAREDNESS AND RESPONSE PLAN

Sterner Veterinary Clinic, P.C.

COVID-19 Preparedness and Response Plan

7/27/20

This plan was prepared by the Practice Manager and reviewed by Sterner Veterinary Clinic owners. It was created to adhere to Governor Whitmer’s [Executive Order 2020-97](https://www.michigan.gov/whitmer/0%2C9309%2C7-387-90499_90705-529864--%2C00.html).

**DESIGNATED WORKSITE SUPERVISOR**

Joe Woodruff, Dr. Julie Estell, and Dr. Angela Phinney will serve as the worksite supervisors with responsibility to implement, monitor, and report on the COVID-19 control strategies. The supervisor will remain on-site at all times when employees are present on site. After regular business hours, the last remaining on-site employee is designated to perform the supervisory role.

**COVID-19 TRAINING AND EDUCATION PROVIDED TO EMPLOYEES**

The following materials have been presented to staff in preparation for offering services to our clients.

1. Workplace infection-control practices - [**CDC Cleaning and Disinfecting Your Facility.PDF**](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)
2. The proper use of personal protective equipment
	1. [**CDC PPE-Sequence.PDF**](https://www.cdc.gov/hai/pdfs/ppe/PPE-Sequence.pdf)
	2. [**PPE use in specific situations.JPG**](https://michvma.org/resources/Documents/COVID-19/PPE%20use%20in%20specific%20situations.pdf)
3. 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.
	1. Employees who have [**symptoms**](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html) should notify their supervisor and stay home.
	2. Sick employees should follow [**CDC-recommended steps**](https://www.cdc.gov/coronavirus/2019-ncov/about/steps-when-sick.html). Employees should not return to work until the criteria to [**discontinue home isolation**](https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html) are met, in consultation with healthcare providers.
	3. Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow [**CDC recommended precautions**](https://docs.google.com/document/d/1lo37yU1xCrLm_QF6Ldu0XR0gKfkQm2OmQvhMcPIGSfw/edit#bookmark=id.gjdgxs).
4. How to report unsafe working conditions.
	1. Contact your worksite supervisor immediately
	2. If you do not receive satisfaction, you should file a complaint with MIOSHA [**https://www.michigan.gov/leo/0,5863,7-336-78421\_11407-93835--,00.html**](https://www.michigan.gov/leo/0%2C5863%2C7-336-78421_11407-93835--%2C00.html)
	3. You should not fear retaliation as it is illegal to retaliate against workers who report unsafe conditions during the pandemic

**HEALTH ASSESSMENTS FOR STAFF**

We will conduct a daily entry self-screening protocol for all employees or contractors entering the workplace, including, temperature check, a questionnaire covering symptoms and suspected or confirmed exposure to people with possible COVID-19 utilizing the [**COVID-19 Daily Self Screening Form**](https://michvma.org/resources/Documents/COVID-19/COVID-19%20Daily%20Self%20Screening%20Form.docx).

**ONSITE STAFF PROTOCOL: SOCIAL DISTANCING AND PERSONAL PROTECTION EQUIPMENT**

* Staff are encouraged to maintain least six feet from one another to the fullest extent possible.
* We will provide surgical and/or non-medical grade face coverings to our employees.
* We require face coverings to be worn at all times.
* We will provide surgical and medical grade gloves to our employees.

**SERVICE DELIVERY PROTOCOL**

We will continue to offer curbside, telemedicine (when applicable), and are allowing only one healthy adult owner in the building wearing a mask.

For situations where clients must be admitted into the clinic, the following protocol will be followed:

* Clients will be admitted into the clinic at the discretion of the doctor.
* Clients will be questioned regarding the following:
	+ Current health status and any illness or quarantine in the past 30 days
	+ Health status of any person they have been in contact with over the past 7 days.
* Clients will wait in their vehicle until approached and escorted in by staff.
* Clients will use our hand sanitizer before entering.
* Clients will not be admitted without a face mask (available for purchase).
* All staff will be notified in advance of entry.
* Clients will be immediately directed to a predetermined examination room.
* Clients will maintain social distancing in the exam room as directed by the doctor and staff (floor marking will not be utilized as their position depends on the procedure being performed).
* All business will be conducted within the same room.
* Clients will be escorted out of the building.
* All surfaces in the exam room will be cleaned and disinfected with Pro Vet Logic which is on the EPA’s N-list for effectiveness against Covid ([**https://provetlogic.com/**](https://provetlogic.com/)**).** This product will soak for 10 minutes before finally being wiped up.
* The exam room will be ventilated for 10 minutes after the visit.

Protocols for "curbside care":

* Clients will wait in their vehicle until greeted by staff via phone.
* Clients are permitted to exit their vehicle and retrieve their pet from the vehicle.
* Small dogs and cats should be in a carrier.
* The carrier should be placed outside the vehicle; the client steps six feet away and staff will then retrieve the pet and enter the clinic.
* For dogs on a leash:
	+ Clients will exit the vehicle and retrieve their pet from the vehicle.
	+ Clients will apply a slip leash supplied by staff.
	+ Clients will then hand the leash to staff.
* The same protocols will be followed when the pet is returned to the owner.
* Communication with the client should be conducted with six feet social distance or by phone.
* We highly encourage all financial transactions continue by credit card, but will accept checks and cash.

Check in and Check Out:

* Clients are scheduled by appointment over the phone or via Pet Desk.
* Clients check in by phone from the parking lot (contact-less sign-in)
* Clients will wait in their vehicle and will not need waiting room access
* Special provisions/time will be made for elderly or special needs clients.
* Check out for client present appointments will occur in the exam room.
* Check out for curbside appointments and medication pick-ups will be over the phone.

Please note that if the owner is not the person bringing in the pet, that person will need to be able to answer questions about whether or not the pet has been in the home of a person with an illness.

**PROTOCOL TO FOLLOW IN THE EVENT OF EXPOSURE TO A POSITIVE COVID-19 CASE THAT IS A CLIENT, CONTRACTOR, OR SUPPLIER**

* Cleaning will follow protocols in [**CDC Cleaning and Disinfecting Your Facility.PDF**](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)
* Thorough cleaning and disinfection will occur at the end of every work shift.
* Employees are encouraged to not share computer workstations.
* Employees are responsible for cleaning and disinfecting their workstation at end of shift.
* In the event of a positive COVID-19 case follow protocols in [**CDC Cleaning and Disinfecting Your Facility.PDF**](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)
* Cleaning supplies are available to employees upon entry.
* Employees are encouraged to wash hands frequently and/or to use hand sanitizer.

**PROTOCOL WHEN EMPLOYEE REPORTS CONFIRMED COVID-19 DIAGNOSIS**

If an employee is identified with a confirmed case of COVID-19, within 24 hours, we will notify:

* The local public health department at Ionia County Health Department 175 E. Adams St. Ionia, MI 48846. Contact phone number is 616-527-5341 and
* Any co-workers, clients, contractors, or suppliers who may have come into contact with the person with a confirmed case of COVID-19.

In addition:

* We 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 Centers for Disease Control and Prevention (“CDC”) and have a doctor's note as confirmation.
* We will follow [**Executive Order 2020-36**](https://www.michigan.gov/whitmer/0%2C9309%2C7-387-90499_90705-524136--%2C00.html), and any executive orders that follow it, that prohibit discharging, disciplining, or otherwise retaliating against employees who stay home or who leave work when they are at particular risk of infecting others with COVID-19.
* We will immediately send home any employee with a confirmed infection in the workplace, temporarily close all or part of the worksite to allow for deep cleaning.

**CLIENT NOTIFICATION OF BUSINESS PROTOCOLS**

A sign will be posted at the front door with the following information:

* No admittance without prior approval by doctor
* You must wear a facemask
* You will be escorted into an examination room and out the door after appointment.
* Your access will be limited to that examination room

***All questions should be referred to the Designated Worksite Supervisor.***