

COVID-19

Preparedness and Response Plan



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INTRODUCTION

For over 120 years, Sparrow has cared for our community. We were started in Lansing by a group of concerned women determined to provide a place for health and healing in Michigan's capital city. Today, Sparrow remains steadfast in keeping that in mind in everything we do. As concerns about Coronavirus are raised in our community, Sparrow is leading the way to provide exceptional care, as it's always done, every hour of every day. The **COVID-19 Preparedness and Response Plan** is intended to provide guidance to support safe work and care environments for all during the COVID-19 pandemic.

The Governor of Michigan, through several Executive Orders, and the Federal Occupational Safety and Health Administration (OSHA), through their Guidance on Preparing Workplaces for COVID-19, have directed employers to adopt specific processes and procedures for workplaces to prevent transmission of the COVID-19 virus. These requirements are subject to change as the state returns to full operation. Our knowledge and understanding of the COVID-19 virus continues to evolve, and our policies and plans will be updated as appropriate. It is important to stay up to date on these changes, and follow all capacity and safety protocols for the buildings that you occupy.

RESPONSIBILITY/ACTIONS

Sparrow Health System will:

- Demonstrate patience, courtesy and professionalism as we all deal with this new work environment.
- Practice our ICARE values, as we all face challenges with the COVID-19 pandemic at work and in our personal lives.
- Maintain regulatory and legal compliance throughout the workplace.
- Use safe work practices to prevent spread of the virus.
- Continue to follow policies and procedures to quickly identify and manage caregivers, patients and visitors who may be infected with COVID-19.
- Communicate changes as quickly as possible to all affected staff.
- Enforce this guideline in accordance with current disciplinary policies up to and including termination.

Senior Leadership will continue to:

- Establish and execute the COVID-19 Preparedness and Response plan for managing occupancy of all system facilities.
- Provide equipment and materials to support department risk assessments.

OCCUPATIONAL RISK PYRAMID



- Work with infection prevention to provide equipment and materials to support preventive measures.
- Establish processes and procedures that must be implemented institutionally, such as cleaning methods and products, workplace access control, regulatory reporting and resource allocation.
- Provide methods and procedures for communicating changes and for receiving feedback as operational issues arise.
- Perform task and location-based risk assessments for their caregivers in accordance with the OSHA Guidance on Preparing Workplaces for COVID-19. Non-clinical settings should refer to Environment, Health and Safety for resources regarding workplace expectations to manage COVID-19 risk mitigation.
- Establish workflow and work schedules so that distancing requirements are met and maintained.
- Provide signage and other visual cues to indicate six-foot distances.
- Ensure caregivers, patients and visitors wear masks at all Sparrow Health System sites of care.
- Ensure that all emergency department and ambulatory care clinicians are wearing approved eye protection at all times when providing care. For all other caregivers, consider face shields when three feet of separation cannot be separately maintained from other individuals in the workplace.

- Where transactions with the public may occur and distancing cannot be maintained, ensure eye protection is worn, or install barriers as needed, and clean according to Infection Prevention and Epidemiology (IPE) guidance.
- Promote remote working to the fullest extent possible.
- Ensure work areas are kept clean and that high-frequency touchpoints are sanitized regularly.
- Ensure furniture configurations that support distancing are maintained.
- Ensure that Personal Protective Equipment (PPE), cleaning products and hand cleaning products are readily available and that caregivers know where stock is kept and how to resupply stock.
- Train caregivers on the provisions of this guideline and ensure compliance is maintained.

All Caregivers will continue to:

- Maintain six feet of distance between staff members whenever possible.
- Wear a mask that covers the mouth and nose anywhere on and within all Sparrow sites of care, inside buildings, outdoors and on Sparrow transportation.
- Self-monitor for symptoms of COVID-19 at all times.
- Not use other worker's phones, desks, offices or work tools unless they are properly cleaned.
- Maintain a clean work environment.
- Use proper respiratory etiquette: cover coughs and sneezes with a tissue or the inside of your elbow.
- Apply hand sanitizer after touching your face, after coughing or sneezing, and before and after Patient care. Wash your hands with soap and water for at least 20 seconds if your hands or removed gloves are visibly soiled, after using the bathroom, and before eating.
- Look for and obey all posted cues, signage and elevator and room occupancy limits.

RETURN TO THE WORKPLACE

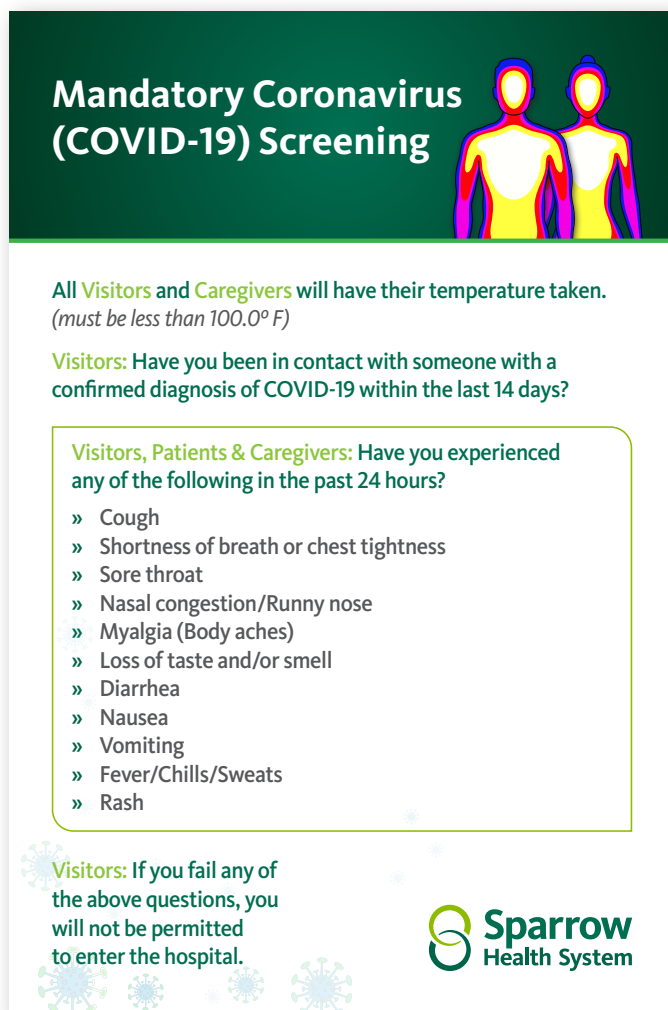
WORKPLACE EXPECTATIONS AND GUIDELINES

All caregivers are expected to fully comply with the policies, protocols and guidelines outlined in this document as part of Sparrow's Code of Conduct. Failure to do so may result in corrective action.

SYMPTOM MONITORING

All caregivers, visitors, and patients entering a Sparrow facility must be screened for symptoms of COVID-19.

Symptoms to be aware of are:



Mandatory Coronavirus (COVID-19) Screening


All Visitors and Caregivers will have their temperature taken.
(must be less than 100.0° F)

Visitors: Have you been in contact with someone with a confirmed diagnosis of COVID-19 within the last 14 days?

Visitors, Patients & Caregivers: Have you experienced any of the following in the past 24 hours?

- » Cough
- » Shortness of breath or chest tightness
- » Sore throat
- » Nasal congestion/Runny nose
- » Myalgia (Body aches)
- » Loss of taste and/or smell
- » Diarrhea
- » Nausea
- » Vomiting
- » Fever/Chills/Sweats
- » Rash

Visitors: If you fail any of the above questions, you will not be permitted to enter the hospital.

 Sparrow Health System

Caregivers are required to attest electronically via the Sparrow Caregiver Essentials app, the website (Sparrow.org/screening), or a tablet available at caregiver entrances. Once caregivers arrive at Sparrow, they will still be required to enter through the same entrances, sanitize their hands when entering, don a mask, and take an appropriate colored band.

Caregivers may access the app through the Android and Apple stores by searching “Sparrow Caregiver Essentials” or using these links on their phone:

- (Android) <https://play.google.com/store/apps/details?id=com.sparrow.caregiverstools>
- (Apple) <https://apps.apple.com/us/app/id1516507036>

Caregivers who do not have access or utilize the Sparrow Caregiver Essentials app will be required to use Sparrow devices to complete screening immediately upon entry into the facility. They will fill out an attestation before picking up a colored band and continuing to enter the facility.

Plan accordingly and allow additional time for screening during peak arrival times. Practice social distancing while waiting to enter. Violation of established guidelines will result in follow-up with your supervisor and/or Human Resources, and could result in corrective action.

The screenshot shows the Sparrow Health System app interface. At the top is a green header with a 'Menu' button and the Sparrow Health System logo. The main content area contains two screening questions. The first question asks if the user has had any signs or symptoms of a fever in the past 24 hours, with radio buttons for 'Yes' and 'No'. The second question asks if the user has any of the following symptoms, with a bulleted list of symptoms and radio buttons for 'Yes' and 'No'. At the bottom are two green buttons labeled 'Back' and 'Submit'.

Menu Sparrow Health System

Have you had any signs or symptoms of a fever in the past 24 hours such as chills, sweats, felt "feverish" or had a temperature that is elevated for you/100.0F or greater? *

☐ Yes
☐ No

Do you have any of the following symptoms? *

- Cough
- Shortness of Breath or Chest Tightness
- Sore Throat
- Nasal Congestion/Runny Nose
- Myalgia (Body Aches)
- Loss of Taste and/or Smell
- Diarrhea
- Nausea
- Vomiting
- Rash

☐ Yes
☐ No

Back Submit

SPARROW COVID EMPLOYEE HEALTH NOTIFICATION PROCESS OF EMPLOYEE SUSPECTED/CONFIRMED COVID-19

In accordance with recommendations from the CDC, and to optimize our work force as we have increased COVID cases, we have modified our return to work (RTW) protocol for our Sparrow caregivers found to be positive for COVID 19. Please see the protocol and attached flow sheet for details. As always, when our caregivers return to work, the need for correct and consistent use of personal protective equipment (PPE), including a mask at all times and face shields when indicated, is vital to limit any transmission and decrease risk to patients and caregivers alike.

Consistent with CDC recommendations, we will follow the following protocol for Sparrow COVID Employee Health Return to Work:

1. Caregiver tests positive. Plan to count symptom onset day at “Day Zero.”
2. Caregiver remains in isolation at home for a minimum of 10 days.
 - a. Caregiver will call COVID EH with any continued or worsening symptoms during their isolation for medical assistance.
 - b. RN follow up with caregiver through COVID EH at 24-48 hours after the initial positive intake call as long as the patient is stable, and every 2-3 days after that with note documented in Agility.
 - i. Each note should contain:
 1. Listing of any current symptoms, specifically fever, use of any antipyretics (acetaminophen/Tylenol, ibuprofen/Motrin, naproxen/Naprosyn), cough, difficulty in breathing, shortness of breath, chest pain/pressure, nausea/vomiting, diarrhea, headache, loss of taste/smell.

2. Date and time of last fever and temperature.
 3. Date and time of last use of any medication that can lower fever, even if used for any other reason.
 4. Advice given – include continued limited viral transmission advice.
 - c. RN follow up with caregiver through COVID EH at 10 days after onset of symptoms.
 - i. On day 10, speak with caregiver and determine/document if they meet RTW criteria
 1. Must be fever free for at least 24 hours AND
 2. Must be without antipyretics for at least 24 hours AND
 3. Must be asymptomatic or show significant improvement in symptoms.
 - ii. RN may return caregiver to work provided they meet the above criteria.
 1. If there are concerns (persistent respiratory symptoms, caregiver does not feel they can fulfill their work duties, etc.), RN to reach out to physician for guidance.
 - d. Caregivers with a positive COVID test who are asymptomatic will need to remain asymptomatic for 10 days AFTER their positive test date before they can return to work. If they develop symptoms at any time, they will then transition to the symptomatic COVID workflow and follow that accordingly.
3. Return to work:
- a. Symptomatic RTW:
 - i. Caregiver may return to work if symptoms are significantly improved, or they are asymptomatic, after 10 days from onset of symptoms. Caregiver must also be without fever, or use of antipyretics (acetaminophen, naproxen, ibuprofen, etc), for at least 24 hours, and have symptom improvement at the 10-day mark as well.
 1. RN may return caregiver to work at day 11.
 - ii. If the caregiver is having continued significant, or worsening symptoms, they will not be cleared for RTW at 10 days and further conversation with a physician will be initiated.
 - b. Severe illness or immunocompromised caregivers
 - i. If a caregiver has severe symptoms, or has underlying medical conditions or medications which causes them to be immunocompromised, they will follow the above template with one exception:
 1. They will require 20 days, instead of 10, before they begin the RTW protocol.
 2. Severe symptoms are defined as: RR > 30/min; O2 <94%; >50% lung infiltrates; respiratory failure, septic shock, multi-organ failure by the CDC. This may also be determined by our physician team.
 3. Immunocompromised is defined as: HIV with CD4 count < 200; chemotherapy, primary immunodeficiency disorder, prednisone >20mg day for 14 or more days by the CDC. This may also be determined by our physician team.
 - a. This is true for both symptomatic and asymptomatic caregivers who are immunocompromised.
 - c. Test-based RTW:
 - i. Caregiver may require test-based RTW – this will be managed on a case-by-case basis with input from our physician team.

This will require two negative PCR tests 24 hours apart before RTW.

VISITOR RESTRICTIONS

Information about visitor restrictions for Sparrow Health System can be found at [Sparrow.org/Visitor Policy](https://sparrow.org/VisitorPolicy) or call 517.364.1000 for current visitation hours and policies.

VENDORS, CONTRACTORS AND SUPPLIERS

In an effort to provide a safe and healthy environment for our communities, including vendor representatives, Sparrow Health System is placing temporary restrictions on access to all our hospitals, clinics, and extended campuses until until otherwise notified.

Vendor Rep Screening Requirements

- For all Sparrow Health System visits, sales reps must attest to their health status by checking into the Vendormate mobile app.
- The mobile app will ask vendor rep to attest, true or false, to two statements;
 1. In the past 24 hours, I have experienced no signs or symptoms of a fever such as chills, sweats, felt “feverish” or had a temperature that is elevated at 100.0F or greater.
 2. I currently have none of the following symptoms: cough, shortness of breath or chest tightness, sore throat, nasal congestion/runny nose, myalgia (body aches), loss of taste and/or smell, diarrhea, nausea, vomiting.
- It is still a requirement that you check in to the Vendormate kiosk upon each visit.

Limitations on Access to Sparrow Health System

- June 5, 2020 UPDATE: Regarding educational visits, the preferred method of providing supply or equipment education is via conference call or WebEx technology. In situations that require on-site education to support safety or quality of care, vendor rep visits are permitted in Health System acute care hospital locations only. All visits must be educational in nature, limited to only one representative, and pre-approved by Department and Supply Chain Management leadership in advance of the scheduled visit. On-site educational sessions must be structured to ensure adequate social distancing and conducted in non-clinical areas such as conference rooms or open public areas. All representatives visiting on-site are required to comply with hospital screening requirements. Visits shall not include wandering or visiting areas unrelated to the core purpose of the visit.
- All on-site sales calls are restricted and should be cancelled and rescheduled to take advantage of conference calls or WebEx technology.
- Service/support activities requiring a presence onsite in support of direct patient care are asked to continue normal business routines; however, coordinate on-site activities with the relevant department leadership prior to entering any Sparrow Health System location.
- Representatives providing maintenance services and/or repair on equipment or facilities will coordinate on-site activities with the relevant department prior to entering any Sparrow Health System location.

- Contracted service providers will coordinate on-site activities with their Sparrow Health System assigned leader to determine when physical presence is required.
- Be advised that on-site access can be revoked or meetings cancelled at a moment's notice should Sparrow Health System employees believe the meeting is non-essential, suspect you are exhibiting symptoms common to COVID-19, or your presence places you at risk of coming in contact with COVID-19.

Wearing of Personal Scrubs at Sparrow Health System

If you have made arrangements to be in a Sparrow Health System procedural area, you must wear hospital-provided scrubs. This practice follows Sparrow Health System's infection prevention policies and universal precautions.

Hospital scrubs are provided in locker rooms near procedure locations (e.g. Surgical Services, Cath Lab, Labor & Delivery). It is required that you wear and return all dirty scrubs prior to leaving our facility. If vendor representatives are observed to repeatedly disregard this requirement, Sparrow Health System reserves the right to revoke access.

ON-SITE AND REMOTE WORK

Department/division leadership have the responsibility and discretion to determine which functions or roles can be effectively performed remotely whether on a part-time or full-time basis. Each department/division program will develop plans to meet the specific needs of that department/division and differences between programs are anticipated throughout the Sparrow Health System.

All caregivers working remotely are expected to meet expectations as outlined in Sparrow policies in PPM and identified by Leadership.

INFECTION PREVENTION STRATEGIES ACCORDING TO AREA

General Strategies

- Ensure that caregivers have access to hand sanitizer in areas including the breakroom/kitchenette and throughout the office area and hallways. Ensure that hand sanitizer is in an area that does not pose a fire risk by contacting facilities management.
- Caregivers should be using facility-provided hand hygiene products (soap and hand sanitizer).
- Surfaces that are visibly soiled must be cleaned with soap and water prior to disinfection.
- Caregivers should have access to facility-provided disinfectant.
- Gloves should be worn during cleaning and disinfection.
- Handwashing sinks need to be stocked with paper towels and soap.
- Maintain six-foot distance away from other caregivers whenever possible.
- Wear a facility-provided simple mask. Mask does not substitute social distancing.

- Avoid touching your eyes, nose, and mouth.
- Do not come to work if you are sick.

Kitchenette/Break Room

- Caregivers should wash hands or use hand sanitizer before and after touching surfaces and eating.
- Caregivers should maintain at least a six-foot distance from other caregivers. Do not gather in kitchenette/breakroom.
- High contact surfaces, including coffee pot handle, refrigerator handle, and countertops should be disinfected at least once daily.

Work Area

- Disinfect work area at least once daily.
- Clean and disinfect electronics according to manufacturer's instructions. If no instructions are available, use facility-provided disinfectant.
- Maintain a six-foot distance away from other caregivers whenever possible.
- Do not share work areas, if possible. Disinfect work area with facility-provided disinfectant before another caregiver uses the area.



Cleaning/Disinfection Instructions:

- Clean surfaces with soap and water if they are visibly soiled prior to disinfecting.
- Use provided disinfectant in accordance to label instructions. Make sure the surface stays wet for the period of time instructed in the product label.
- Wear disposable gloves while cleaning and using disinfectant. After taking gloves off, perform hand hygiene.
- Disinfect *high-touch surfaces frequently – frequency in cleaning depends on frequency of use.
- For electronics: follow the manufacturer's instructions for cleaning and disinfecting. If no instructions for cleaning are available, use facility-provided disinfectant.
- Perform hand hygiene before and after touching high-touch surfaces (doorknobs, keyboards, light switches, desks, faucet handles, toilet handles, etc.) to keep them clean.
- Clean and disinfect surfaces at least once a day.

* Examples of high-touch surfaces include, but aren't limited to: keyboards, light switches, doorknobs, faucet and toilet handles, tablets, etc.




Cleaning/Disinfection for Employee Confirmed COVID-19 Workspace

Location	Shared Workspace	Dedicated Workspace
Medical center clinical/patient care areas	Call the CLEAN line.	It is preferable to isolate the office for 7 days in lieu of cleaning.
	EVS will use a disinfectant that has a SARS-CoV-2 claim in a manner consistent with patient room cleans.	If it is not possible to isolate the office, follow shared workspace protocol.
Off-site clinical locations	Contact building manager.	It is preferable to isolate the office for 7 days in lieu of cleaning.
	Ambulatory custodial services will use a disinfectant that has a SARS-CoV-2 claim in a manner consistent with exam room cleans.	If it is not possible to isolate the office, follow shared workspace protocol.

Mask Use:

- Wear facility-provided simple masks.
- You may remove your mask in your office if you are alone and the door is closed. Put your mask back on if someone is entering your office or if the door is open.
- Masks do not substitute social distancing. Keep about a six-foot distance away from others as much as possible.
- Discard mask if it becomes soiled or damaged, and get a new mask.
- Masks may be re-used as long they are not soiled or damaged. Masks to be re-used should be stored in a clean, dry area.

Type and Intended Use of Face Coverings/Masks

Mask Type	Description	Intended Use	Exposure Risk
Non-medical Face masks 	Professionally appropriate attire; home-made or commercially-made masks that are washable and reusable	To prevent the spread of virus from the wearer to others. Recommend laundering daily.	Low or Medium
Medical masks 	FDA-approved mask that protects the wearer from large droplets and splashes	To prevent the transmission of virally contaminated large droplets to the wearer. To prevent the spread of virus from the wearer to others. Must be discarded at the end of shift.	Medium or High
N95 Respirator 	NIOSH-approved respirator that provides protection against airborne particles	To prevent the transmission of small airborne viruses to the wearer. Must be discarded when visibly soiled or wet. Properly store for reuse or reprocess at end of shift.	Very High

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

Do's →



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least a 6 foot distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·WIN



Meetings

Even as caregivers return to work, it is recommended to keep meetings virtual using the extensive range of available collaboration tools (e.g. Zoom, Webex, Skype, telephone, etc.) rather than face-to-face. This practice allows caregivers who are working remotely to participate in meetings, and allows everyone to maintain the required social distance.

In-person meetings are limited to the restrictions of local, state and federal orders and must not exceed either 50 percent of a room's capacity or posted signage indicating the maximum capacity. Individuals must be able to maintain six feet of separation for social distancing requirements. All attendees must wear a mask while sharing space in a common room.

Using Restrooms

Masks must be worn while in the restroom. Maintain six feet of distancing unless a barrier exists and wash your hands thoroughly afterward to reduce the potential transmission of the virus.

Using Elevators

Use stairs if physically able as elevator usage should be limited where possible to avoid close proximity with others in a confined space. Those using elevators are required to wear a mask regardless of traveling alone or with others. Maintain social distancing whenever possible and adhere to all posted signage on elevators and in elevator lobbies. On patient/staff elevators, priority should be given to patients being transported via wheelchairs and stretchers. If a patient needs to be transported, other staff should exit the elevator and wait for another. Perform hand hygiene upon departing from elevator.



Cafeteria and Dining

Wash your hands before and after touching breakroom surfaces (coffee pot handle, refrigerator handle, countertops, etc.).

Wash your hands before and after eating or drinking.

Before and after eating, clean your hands to reduce the potential transmission of the virus.

No salad bars or open-access food will be provided. Food must be prepackaged or served by cafeteria staff.

Wear your mask until you are ready to eat and then replace it afterward. Visitors to the cafeteria must wear a mask while ordering, selecting and paying for food items.

Six feet of distancing must be maintained in the food lines and during payment. Staff are encouraged to visit the cafeteria at non-peak times to reduce density during typical high-volume time periods. Seating has been arranged to promote this six-foot distance. If it is not possible to maintain this distance, staff

should take their food back to their work area or eat outside to avoid and reduce densely populated areas. Consumption of food is not permitted in research labs or in public areas such as hallways, benches and lobbies.

If you are eating in your work environment (break room, office, etc.), maintain six feet of distance between you and others. Only remove your mask in order to eat, then put it back on. Departments must remove or rearrange chairs and tables or add visual cues in employee break rooms to support social distancing practices between employees. Wipe all surfaces.

Wash coffee pot handle at least once a day. Disinfect handle at least once a day.

Clean visibly soiled surfaces with soap and water prior to disinfecting.

Use approved disinfectant according to label instructions – use gloves while using disinfectant.

Public Areas, Waiting Rooms, and Amenity Spaces

Maintain reduced entrances and provide staff to screen and distribute masks to all caregivers and visitors who do not have adequate face coverings. Restrict the use of all other entrances. Entrance greeters and screeners must wear a mask and maintain six feet of distance.

Install physical barriers at check-in, information desks and other service points where regular transactions occur with the public. If barriers are not possible, staff must wear a mask and eye protection.

Departments must adjust spacing and limit waiting area occupancy to the number of individuals who can be present while staying six feet away from one another. If furniture is to be removed, ensure proper storage/disposal is available. Watch for floor tape or signage indicating furniture placement and ensure egress routes are maintained.

For non-clinical areas, follow all capacity guidance as specified for your building.

TRAVEL AND PUBLIC TRANSPORTATION

Sparrow Health System encourages caregivers to follow the proper precautions when traveling. We will continue to place caregivers who travel from countries with transmission level classified as **“widespread ongoing transmission with restrictions on entry to the United States”** on 14-day quarantine. The caregiver will need to self-monitor for symptoms throughout this 14-day period and contact COVID Employee Health should symptoms develop. Caregivers traveling to other countries will not be quarantined and will monitor themselves for symptoms.

Prior to travel, caregivers should review the CDC site below to monitor which countries are classified as **widespread ongoing transmission with restrictions on entry to the United States**. <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>



Caregivers who travel within the continental United States need to self-monitor for symptoms and report for work if no symptoms exist. All caregivers are screened for symptoms, including temperature, when they arrive for work.

Sparrow COVID Employee Health phone number: 517.364.5131

Caregiver business-related travel is restricted to essential travel only.

PERSONAL SAFETY PRACTICES

The federal Occupational Safety and Health Administration (OSHA) categorizes workers into four general COVID-19 risk classifications. Employers must review the work tasks and work environment to determine the risk exposure level of each employee, keeping in mind that some caregivers may fall into more than one category depending on the task or the location where they perform their work. The risk level, in turn, determines the physical and process changes that must be made to eliminate the opportunities for exposure to the virus.

Face Masks

Face masks must be worn by all caregivers, patients, and visitors anywhere on and within all Sparrow properties and locations, including inside buildings and elevators. Appropriate use of face masks is critical in minimizing risks to yourself and others near you. You could spread COVID-19 to others even if you do not feel sick. The mask is not a substitute for social distancing. As with all respirators and face masks, ensure that the mask covers the mouth and nose adequately.

Healthcare workers and others in high-risk areas should use gloves as part of PPE, but according to the CDC, gloves are not necessary for general use and do not replace good hand hygiene. Washing your hands often is considered the best practice for common everyday tasks.



Exposure Risk	Definition	Examples
Very High	Exposure to known or suspected sources of COVID-19 during specific medical, postmortem, or lab procedures.	Health care and morgue workers performing aerosol-generating procedures on, or collecting/handling specimens from, patients known or suspected to have COVID-19.
High	Exposure to known or suspected sources of COVID-19.	Health care delivery or support, medical transport, and postmortem work with patients known or suspected to have COVID-19.
Medium	Frequent or close contact with people who may be infected but who are not known or suspected patients.	Contact with high volumes of the general public or people who have traveled from locations with widespread COVID-19 transmission.
Low	Little, if any, contact with people known or suspected to be infected with COVID-19.	Minimal occupational exposure to the public or workers outside their department.

Eye Protection/Face Shields

Staff may be required to wear eye protection or face shields based on the supervisor's recommendation after performing a task-related risk assessment. Good hand hygiene and avoiding touching your face are sufficient for many areas outside of the clinical environment.

Wearing appropriate PPE is an expectation of your job.

Goggles and face shields both provide eye protection as recommended by the CDC from splashes, sprays, and respiratory droplets, like COVID-19. Each caregiver may have a different preference on eye protection that will allow them to perform their job duties. Variations in caregiver anatomy, hair, glasses, etc., can have an impact on the comfort of goggles/face shields.

Caregivers may choose goggles or a face shield or eye protection when providing care for a COVID-positive patient. Approved glasses for eye protection can be worn in non-COVID rooms.

Social Distancing

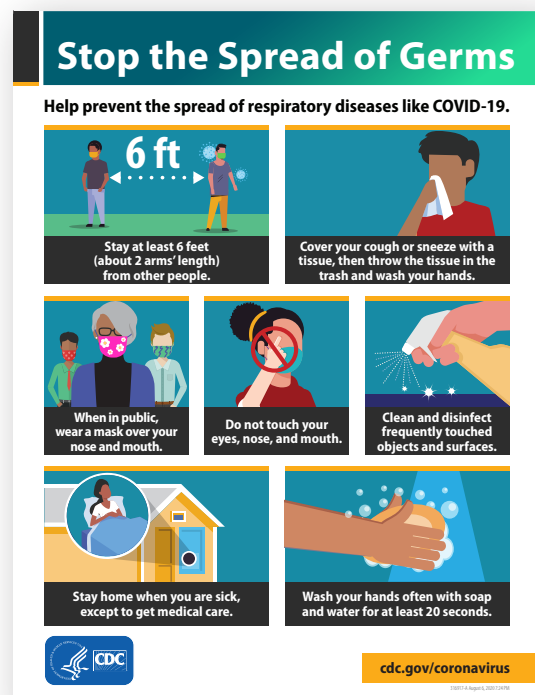
Keeping space between you and others is one of the best tools we have to avoid being exposed to the COVID-19 virus and slowing its spread. Since people can spread the virus before they know they are sick, it is important to stay away from others when possible, even if you have no symptoms. Social distancing is important for everyone, especially to help protect people who are at higher risk of getting very sick. Staff at work onsite must follow these social distancing practices:

- Stay at least six feet (about two arms' length) from other people at all times.
- Do not gather in groups that exceed 50 percent of a room's capacity or posted maximum capacity signage.
- Stay out of crowded places and avoid mass gatherings.

Hand Hygiene

Proper hand hygiene is one of our best defenses against illness.

- Caregivers are expected to wash their hands with soap and water for at least 15-20 seconds after using the bathroom, after blowing their nose, coughing, sneezing or touching their face.
- Hand sanitizers must be strategically placed in high-traffic areas. When using hand sanitizer, cover all surfaces of your hands and rub them together until they feel dry.
- Caregivers are expected to wash/sanitize their hands before eating, before touching their face, and before and after patient care.



Respiratory Etiquette

- Caregivers with symptoms described in this document should not be on site.
- Respiratory etiquette stations must be placed in high-traffic areas. These stations include a box of tissues, hand sanitizer, and “Cover your cough” reminder signs.

Training

- Throughout the COVID-19 pandemic, Sparrow has used existing communication channels to provide important COVID-19 information and training. Sparrow will continue to use channels such as Newsbreaks and Leadership Briefings to provide urgent updates.
- In addition, all Caregivers are required to complete an LMS module on the following topics:
 - COVID-19 Basics
 - Caregiver Safety
 - Screening Process
 - Travel Restrictions
 - Caregiver Resources

MENTAL AND EMOTIONAL WELL-BEING

At times, we all need help sorting out life's complexities and life's possibilities.

If you find yourself scared, unsure, sad, anxious, confused or stressed during this time, know that these are all normal reactions to our current life stress. Notice, acknowledge, and be present with your emotions. Try not to compare yourself to others, and honor your own experience. Together, we can look at what you are feeling or experiencing, not only your challenges, but also your possibilities. Our team is here to support you.

Contact Us... Anytime, Anywhere

No-cost, confidential solutions to life's challenges.

Confidential Emotional Support
Our highly trained clinicians will listen to your concerns and help you or your family members with any issues, including:

- Anxiety, depression, stress
- Grief, loss and life adjustments
- Relationship/marital conflicts

Work-Life Solutions
Our specialists provide qualified referrals and resources for just about anything on your to-do list, such as:

- Finding child and elder care
- Hiring movers or home repair contractors
- Planning events, locating pet care

Legal Guidance
Talk to our attorneys for practical assistance with your most pressing legal issues, including:

- Divorce, adoption, family law, wills, trusts and more
- Need representation? Get a free 30-minute consultation and a 25% reduction in fees.

Financial Resources
Our financial experts can assist with a wide range of issues. Talk to us about:

- Retirement planning, loans
- Relocation, mortgages, insurance
- Budgeting, debt, bankruptcy and more

Online Support
GuidanceResources® Online is your 24/7 link to vital information, tools and support. Log on for:

- Articles, podcasts, videos, slideshows
- On-demand trainings
- "Ask the Expert" personal responses to your questions

Free Online Will Preparation
EstateGuidance® lets you quickly and easily create a will online.

- Specify your wishes for your property
- Provide funeral and burial instructions
- Choose a guardian for your children

Your ComPsych® GuidanceResources® program offers someone to talk to and resources to consult whenever and wherever you need them.

Call: 877.595.5284
TTY: 800.697.0353

Online: guidanceresources.com
App: GuidanceNow™
Web ID: EAPComplete

Log on today to connect directly with a GuidanceConsultant about your issue or to consult articles, podcasts, videos and other helpful tools.

24/7 Support, Resources & Information



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FACILITY SIGNAGE AND FLYERS

There are several ways that social distancing compliance is being communicated, including the use of visual cues, markings, signage and other flyers. Caregivers are expected to pay attention and adhere to signage on traffic flow and distancing through building entrances, exits, elevator usage and similar common use areas.

Visitor Policy
Help us protect our patients

New visitor guidelines have taken effect throughout Sparrow Health System with the goal of assuring the safety of patients, caregivers, and visitors.

- » To check in for your appointment, please return to your vehicle and call our office at **517.364.1000**.
- » If you have a fever or any symptoms related to COVID-19 (see accompanying sign with symptoms), please return to your vehicle and call us at **517.364.1000** for further direction.
- » To maintain social distancing, we ask that you come in by yourself (unless you are a minor or have a need for a support person).
- » Visitors/companions under the age 18 are not permitted.
- » Two parents/guardians will be allowed per pediatric patient.
- » All patients/visitors/companions will be screened and required to wear a mask.
- » Social distancing standards must be observed during your visit.

We appreciate your cooperation and apologize for any inconvenience.



Wear a **mask**. Save a **life**.

Sparrow is taking steps to reduce the exposure risk of COVID-19 to our patients and community.

ALL VISITORS, PATIENTS, AND CAREGIVERS WILL BE SCREENED UPON ENTRY AND ARE REQUIRED TO WEAR A MASK



If you do not have a mask, one will be provided to you.



For the safety of our caregivers, patients, and visitors:

Please adhere to social distancing



RESOURCES

OSHA Pyramid:

<https://www.osha.gov/Publications/OSHA3993.pdf>

OSHA Guidance on Preparing Workplaces for COVID-19:

<https://www.osha.gov/Publications/OSHA3990.pdf>

OSHA – COVID-19 Frequently Asked Questions:

<https://www.osha.gov/SLTC/covid-19/covid-19-faq.html#cloth-facecoverings>

MIOSHA – COVID-19 Safety Guide:

https://www.michigan.gov/documents/leo/leo_miosha_c19_workplace_guidelines_employee_690396_7.pdf

Sparrow Code of Conduct:

CDC – Communication Toolkit:

<https://www.cdc.gov/coronavirus/2019-ncov/communication/social-media-toolkit.html>

Sparrow Caregiver Essentials Employee Self-Screening Tool

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