

COVID-19 EFAA Protocols
(All procedures for staff and volunteers with on-site functions)

SCENARIO 1: STAFF/VOLUNTEER TESTS POSITIVE FOR COVID

- 1) Must notify supervisor immediately**
- 2) Supervisor notifies via email and text relevant senior manager and ED within same day
- 3) Senior manager interviews staff/volunteer to determine timing and circumstances of exposure – notifies ED of that information in writing.
- 4) Self-isolation¹ for 10 days from the date of positive test or first symptoms, whichever happened first for milder cases; for more serious cases, as specified by consultation with doctor, supervisor, senior manager and ED (and including Director of Volunteer Services in the case of a volunteer). Both cases require clearance to return to workplace.
- 5) **Within the same day of notification**, other staff/volunteers on site interacting with that person are notified to query about proximity/length of contact and asked to self-quarantine for 14 days, watch for symptoms and advised to get tested as appropriate. Senior manager(s) and ED confirm list of staff/volunteers to be contacted and who contacts who.
- 6) Depending on area of service and level of exposure, closure of building and/or services determined by ED and senior manager.
- 7) If Food Bank closed:
 - Front Desk and Basic Needs Manager are notified to update messages/hang signs
 - Food Bank and food delivery/storage staff, other on-site staff/volunteers are notified of closure and potential need to self-quarantine.
- 8) In event of closure of building or services, ED informs EFAA staff and Board after 5-7 above
- 9) Communications coordinator and relevant line manager alert the public.

SCENARIO 2: STAFF/VOLUNTEER IS EXPOSED TO A CONFIRMED COVID POSITIVE CASE

- 1) Must notify supervisor immediately**
- 2) Supervisor notifies via email/text relevant senior manager(s) and ED
- 3) Senior manager(s) interviews staff to determine timing and circumstances of exposure – notifies ED of that information
- 4) Required to self-quarantine for 14 days, watch for symptoms and advised to get tested as appropriate. Current guidelines are for testing no sooner than 3-5 days after potential exposure.
- 5) Cannot return to site before 14 period expires (regardless of COVID test results).
- 6) **If symptoms develop or positive test result – follow Scenario 1 above**

SCENARIO 3: STAFF/VOLUNTEER UNDERTAKE ACTIVITY OF HIGHER EXPOSURE RISK – Notification requirement

- 1) Notification to supervisor of potential need to self-quarantine. Example: upcoming air travel, participation in large group gatherings, indoor activities like Holiday meals with people outside of your immediate household).
- 2) Supervisor makes arrangements for coverage and discusses with staff/volunteer potential need for self-quarantine, recommended testing, steps if symptoms develop. Potential requirement to self-quarantine will be discussed and determined by supervisor, senior manager and ED.

SCENARIO 4: STAFF/VOLUNTEERS DEMONSTRATING POTENTIAL COVID SYMPTOMS (from CDC self-checker: fever or feeling feverish (chills), cough, mild or moderate difficulty breathing, sore throat, muscle aches or body aches, vomiting or diarrhea, new loss of taste or smell)

- 1) Do not come into EFAA facilities. If working on-site, go home immediately, do not finish shift.**
- 2) Notify supervisor within the day.**
- 3) Get tested as soon as possible. Do not return on-site until test results available.
- 4) Supervisor notifies via email/text relevant senior manager and ED.
- 5) Senior manager interviews staff to determine timing/circumstances of exposure– notifies ED of that information.
- 6) If having been in close contact with confirmed COVID positive case – follow Scenario 2 above.
- 7) If test positive follow Scenario 1 above.

SCENARIO 5: HOUSING SITE SYMPTOMATIC OR POSITIVE PARTICIPANT

- 1) Participant notifies Housing Case Manager / Children's Program Case Manager
- 2) CM informs participant of testing facility, sets up any necessary services (food delivery etc), and walks them through specifics of quarantine protocol / onsite amenities. Quarantine/isolation periods depending on test results. Housing Team follows specific protocols that have been developed for working with the families.
- 3) CM immediately emails Property Management email and informs other associated case managers (and food bank manager in the case of downstairs Yarmouth apartments).

EFAA will maintain the confidentiality of all medical information to the greatest extent possible

¹ • Isolation separates sick people with a contagious disease from people who are not sick.

• Quarantine separates and restricts the movement of people who were exposed to a contagious disease to see if they become sick.