



CORONAVIRUS (COVID-19) PANDEMIC PLAN

Level 1: Normal Operations

(Threat Level: Low)

Staff members will...

1. Make no changes to current operations and procedures

Level 2: Enhanced Sanitation

(Threat Level: Elevated)

Staff members will...

1. Be provided additional hand sanitizer, soap, paper towels, and gloves at all locations
2. Wipe down all “high-touch” surfaces and other contact areas including counters, desks, tabletops, doorknobs, bathroom and kitchen fixtures, phones, keyboards, tablets, computers, coffee makers, display cases, etc.) at midday and at the end of the day
3. Spray all furnishings with disinfectant spray (LYSOL) at the end of each day
4. Perform weekly deep clean of children’s coloring desk areas to include wiping down with disinfectant wipes (CLOROX) and spraying with disinfectant spray (LYSOL)
5. Not serve any food items to coworkers or visitors that are not individually packaged

Level 3: Rigorous Sanitation

(Threat Level: Moderate)

Staff members will...

1. In addition to Level 2 actions, add:
2. Perform hourly hand sanitizing or handwashing for all staff
3. Wipe down all “high-touch” surfaces and other contact areas including counters, desks, tabletops, doorknobs, bathroom and kitchen fixtures, phones, keyboards, tablets, computers, coffee makers, display cases, etc.) at midday and at the end of the day
4. Not serve any food and drink to co-workers or visitors

Level 4: Restrict Activities

(Threat Level: High)

Staff members will...

1. In addition to Levels 2 and 3, add:
2. Participate in mandatory immunizations as instructed
3. Cancel organizational meetings and events to reduce the spread of contact and person-to-person infection

4. Follow flexible work schedules as assigned and/or directed including possible closure of the I-73/74 Visitor Center – Southbound

Level 5: Building Closures

(Threat Level: Critical)

1. Reduce hours or close buildings if staffing falls to specified levels for each location:
 - a. HNCVB: If down to one F/T staff member, will not be open beyond 40 hours/week. If down to one P/T staff member, will not be open beyond 20 hours/week
 - b. VISITOR CENTERS: If down to two staff members, including F/T and P/T, will not be open beyond 20 hours/week.

Steps to Prevent Illness*

There is currently no vaccine to prevent Coronavirus Disease (COVID-19). The best way to prevent illness is to avoid being exposed to this virus that is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about six feet).
- Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

**HIGH RISK: Older adults and people who have severe underlying chronic medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness. Please consult with your health care provider about additional steps you may be able to take to protect yourself in the workplace.*

Protect Yourself

- Clean your hands often
 - Wash your hands often with soap and water for at least 20 seconds and after blowing your nose, coughing, or sneezing
 - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
 - Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact
 - Avoid close contact with people who are sick
 - Put distance between yourself and other people. This is especially important for people who are at higher risk* of getting very sick.

Protect Others

- Stay home if you are sick
 - Stay home if you are sick, except to get medical care
- Cover coughs and sneezes
 - Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow
 - Throw used tissues in the trash; do not reuse
 - Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
- Wear a facemask if you are sick
 - If you ARE sick: You should wear a facemask when you are around other people and before you enter a healthcare provider’s office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room.
 - If you are NOT sick: You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.
- Clean and disinfect
 - Clean AND disinfect “high-touch” surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
 - If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection

What to Do If You Are Sick

- Stay home except to get medical care
 - Stay home: People who are mildly ill with COVID-19 should isolate at home during their illness. You should restrict activities outside your home, except to obtain medical care.
 - Avoid public areas: Do not go to work, school, or public areas
 - Avoid public transportation: Avoid using public transportation, ridesharing, or taxis
- Separate yourself from other people and animals in your home
 - Stay away from others: As much as possible, you should stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available.
 - Limit contact with pets and animals: You should restrict contact with pets and other animals while you are sick with COVID-19, just like you would around other people. Although there have not been reports of pets or other animals becoming sick with COVID-19, it is still recommended you limit contact with animals until more information is known about the virus.

- When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked, and sharing food. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a facemask.
- Call ahead before visiting your doctor
 - Call ahead: If you become sick, call your healthcare provider and tell them that you have or may have symptoms of COVID-19. This will help the healthcare provider's office take steps to keep other people from being exposed. Do not go to the doctor or hospital if you believe you have or have been exposed to the Coronavirus/COVID-19. Call your healthcare provider or nearest emergency room first.
- Wear a facemask if you are sick
 - If you are sick: You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) or pets and before you enter a healthcare provider's office
 - If you are caring for others: If the person who is sick is not able to wear a facemask (for example, because it causes trouble breathing), then people who live with the person who is sick should not stay in the same room with them, or they should wear a facemask if they enter a room with the person who is sick.
- Cover your coughs and sneezes
 - Cover: Cover your mouth and nose with a tissue when you cough or sneeze
 - Dispose: Throw used tissues in a lined trash can; do not reuse
 - Wash hands: Immediately wash your hands with soap and water for at least 20 seconds or, if soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol
- Clean your hands often
 - Wash hands: Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food
 - Hand sanitizer: If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry
 - Soap and water: Soap and water are the best option for cleaning your hands
 - Avoid touching: Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid sharing personal household items
 - Do not share: You should not share dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people or pets in your home
 - Wash thoroughly after use: After using these items, they should be washed thoroughly with soap and water
- Clean all "high-touch" surfaces everyday

- Clean and disinfect: Practice routine cleaning of “high-touch surfaces. “High-touch” surfaces and other contact areas include counters, desks, tabletops, doorknobs, bathroom and kitchen fixtures, phones, keyboards, tablets, computers, coffee makers, etc.
- Disinfect areas with bodily fluids: Clean any surfaces that may have blood, stool, or body fluids on them.
- Household cleaners: Use a household cleaning spray or wipe, according to the label instructions. Labels contain instructions for safe and effective use of the cleaning product including precautions you should take when applying the product, such as wearing gloves and making sure you have good ventilation during use of the product.
- Monitor your symptoms*
 - Seek medical attention: Seek prompt medical attention if your illness is worsening (e.g., difficulty breathing).
 - Call your doctor: Before seeking care, call your healthcare provider and tell them that you have, or are being evaluated for, COVID-19.
 - Wear a facemask when sick: Put on a facemask before you enter any healthcare facility. These steps will help the provider’s office to keep other people in the office or waiting room from being exposed.
 - Alert health department: Ask your healthcare provider to call your local or state health department. Persons who are placed under active monitoring or facilitated self-monitoring should follow instructions provided by their local health department or occupational health professionals, as appropriate.

**MEDICAL EMERGENCIES: Call 911 if you have a medical emergency. If you have a medical emergency and need to call 911, notify the dispatch personnel that you have, or are being evaluated for COVID-19. If possible, put on a facemask before emergency medical services arrive.*

- Discontinuing home isolation
 - Stay at home until instructed to leave: Patients with confirmed COVID-19 should remain under home isolation precautions until the risk of secondary transmission to others is thought to be low.
 - Talk to your healthcare provider: The decision to discontinue home isolation precautions should be made on a case-by-case basis, in consultation with healthcare providers and state and local health departments.