Covenant House Missouri
COVID-19 Emergency Response Plan

Purpose
• CHMO provides residential services 24 hours a day, 7 days a week in order to support youth in need. The following protocols are being implemented due to the worldwide outbreak of COVID-19, a communicable disease with the potential of serious impact to youth and staff. This plan is a working document and is updated regularly based on new, factual information.

Coronavirus facts
• There is a currently expanding global outbreak of respiratory illness caused by a new coronavirus.
• Coronaviruses typically cause mild illnesses like a cold, to more serious illnesses like pneumonia. The current outbreak is a new type of coronavirus named COVID-19.
• COVID-19 infections have been reported in many countries, including the U.S. For an updated list of affected areas, visit www.cdc.gov/coronavirus
• Symptoms include fever, cough, and shortness of breath.
• Most people (80%) with COVID-19 will feel like they have a bad cold or the flu.
• Some people will require hospitalization, especially if the illness escalates to pneumonia. People who are at most risk for severe illness are elderly and/or have other health conditions.
• At this time, there is no vaccine to protect against COVID-19.
• There are currently no medications approved to treat COVID-19.
• The best interventions at this time are actions that people can take to help slow the spread of COVID-19, such as washing hands, avoiding close contact with people who are sick, etc.

Communication
• CHMO leadership will continually evaluate the local situation and will:
  o periodically update and share the emergency response plan with all staff via email as necessary.
  o send factual information regarding the illness and prevention strategies to all staff via email as such information is received.
  o collaborate with CHI and other Covenant House locations to identify best practices.
  o stay in contact with the City of St. Louis Department of Health (hotline: 314-657-1499, available M-F 8am-5pm), the state of Missouri Department of Health & Senior Services (hotline 877-435-8411, available 24/7) and housing partners such as the St. Louis city COC to collaborate with efforts within our local community, and to notify of any CHMO outbreak.
  o notify housing partners of any changes to CHMO programming as a result of the illness.
• The COO will act as the central point of contact for coordinated response.
• The point of contact for media inquiries and collaboration with CHI is the CEO.
• All media communications regarding coronavirus must be coordinated with Tom Manning, CHI VP of Public Relations (email: tmanning@covenanthouse.org; phone: 845-300-2126).

What Should Staff Do?
• Prevent illness
  o Keep your hands clean (wash your hands often with soap and water for at least 20 seconds). Use an alcohol-based hand sanitizer if soap and water are not available.
  o Cover your mouth and nose with a tissue when coughing or sneezing (in the absence of a tissue, cough or sneeze into your shirt sleeve or bent arm).
Avoid touching your eyes, nose, or mouth with unwashed hands.
Avoid close contact with people who are sick.
Stay home if you are sick - if you are experiencing virus related symptoms, it is critical that you self-quarantine and remain home. Contact your supervisor immediately to notify them.
If you or a member of your family is quarantined, contact your supervisor immediately to notify them of such status. If you are ordered to stay home by a public health official, you will be paid for up to 2 weeks and not charged your PTO.
Youth should be encouraged to only leave the building for essential outings (work, medical reasons, etc).

**Identify youth at risk for possible COVID-19 promptly**
- Post signage instructing youth to report fever or respiratory illness.
- Provide youth with clear explanation of how to prevent illness - increased hygiene practices of hand washing and taking action to avoid contracting the virus.
- Assess youth, at intake and ongoing, for fever, cough, or shortness of breath. Provide anyone who may be ill with a facemask if available. This can help prevent the spread of illness.
- Encourage youth to visit the clinic for routine physicals and assessments when IFM is here on Monday's.
- If COVID-19 is suspected in any youth, either
  - For someone with severe symptoms – call 911 or transport immediately to the hospital emergency room. Severe symptoms include:
    - Extremely difficult breathing (not being able to speak without gasping for air)
    - Bluish lips or face
    - Persistent pain or pressure in the chest
    - Severe persistent dizziness or lightheadedness
    - New confusion, or inability to arouse
    - New seizure or seizures that won’t stop
  - For mild symptoms – quarantine by placing the youth in a private room with a closed door. Provide a mask for them to wear, if one is available.
- Then immediately report the potential COVID-19 case to the management team.
  - The management team will contact the City of St. Louis Department of Health (hotline: 314-657-1499, available M-F 8am-5pm) and the state of Missouri Department of Health & Senior Services (hotline 877-435-8411, available 24/7).
  - The Health Department or HHS will advise on next steps and where to send the youth for testing and/or medical care as needed.
  - Current guidance from the state indicates: “Persons in Missouri who meet CDC criteria will be able to obtain testing through the Missouri Department of Health and Senior Services. All requests should be submitted through your local health department.” This guidance is from the city website [https://www.stlouis-mo.gov/government/departments/health/communicable-disease/covid-19/index.cfm](https://www.stlouis-mo.gov/government/departments/health/communicable-disease/covid-19/index.cfm) and will be updated in the plan if the website is updated.

**Take care of your mental and physical health**
- If you are a team member that is in an at-risk category (elderly or has a pre-existing condition), you can work with your supervisor and the Human Resources department to develop a working plan that best meets your health and safety needs.
- The stress and worry of the pandemic crisis can surely take a toll on the mental health of our youth and ourselves. Please see the included guidance on coping with stress from the World Health Organization.
- The Employee Assistance Program is available to all employees. See the attached flyer.
In the Event of an On-Campus Outbreak

- Specific TLP apartments (at least one room for males and one for females) will be designated for youth quarantine. Youth, regardless of program, will be moved to identified apartments as symptoms appear. Unaffected youth will be moved to Genesis bedrooms or other TLP apartments as needed. If there are community based quarantine options available for our population, we will use those first.
- Intakes will be put temporarily on hold to protect additional individuals from becoming ill.
- Services will be temporarily discontinued for community youth to protect additional individuals from becoming ill.
- Access to the building will be limited to those who already live here or are needed to meet minimum staffing requirements. Non-essential personnel will be asked to work remotely so all team members are available to implement the Residential Staffing Substitution plan.
- If supplies are available, staff interacting with a potentially infected youth can use an N-95 mask.

Residential Programs

- Emergency Overnight residential services are suspended until further notice
- Campus capacity is shifting to 36 so we can maintain access to two apartment units if they would be needed for quarantine. Census will be 20 on TLP and 16 on Genesis
- The TLP program will continue to receive new intakes as long as the campus is not on quarantine. Intakes should be scheduled for Monday afternoons when IFM is here so the youth can complete a full physical and assessment with the nurse practitioner before being admitted into the program.
- Genesis intakes are currently suspended, as the program is above capacity. If capacity would become available in the genesis program, the opportunity for intake would be evaluated at that time.

Essential Staffing Standards

- Minimum staffing standards:
  - A minimum staffing ratio of 1 staff to every 10 youth during daytime hours and 1:12 during overnight hours must be maintained at all times.
  - Custodial staff must also be available daily to keep the facility clean and limit the spread of disease.
- In the event of essential staff shortage due to the virus, residential staff may be asked to cover more than one shift, and admin staff may be asked to substitute where possible. Please see the Residential Staffing Substitution Plan that is included for further guidance.

General Staffing Guidelines

- Stay home if you are sick - if you are experiencing virus related symptoms, it is critical that you self-quarantine and remain home. Contact your supervisor immediately to notify them. If you are ordered to stay home by a public health official, you will be paid for up to 2 weeks and not charged your PTO.
- If you or a member of your family is quarantined, contact your supervisor immediately to notify them of such status.
- Employees at home must remain in contact with Human Resource for ongoing and updated instructions.
• Employees not on quarantine, who are in good health and do not fall into an at-risk category are expected to make every effort to work as scheduled, as long as the building is not on quarantine.
• Employees always have access to their PTO benefits and can use their PTO during this time as they navigate their personal needs and needs of their families. The two week notice requirement to request PTO outlined in the PTO policy is being suspended so employees have real time access to their benefits.
• Employees providing staffing “in-ratio” for the residential programs must stay on shift until they are relieved by the staff arriving for the next shift.

**Facilities**

• Cleaning of the facility occurs in a heightened fashion. The facilities team has made updates to their routine cleaning plan in response to COVID-19. All cleaning practices will follow the guidelines from the CDC for infection control measures. Those guidelines can be found at this link: [https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)
• Post “illness prevention” posters.
• Put hand sanitizer in conspicuous places and keep re-filled.
• Practice excellent infection control measures, cleaning the facility and vehicles daily and documenting cleaning practices.
• Daily wipe down all surfaces that would be touched by someone’s hands (door knobs, handles, cabinets, railings, surfaces, toilet handles, etc.) with a diluted bleach solution
• Ensure necessary stock of supplies, overseeing or delegating to ensure the following are kept on hand as they are available to our site. Keep up to date inventory of all items:

<table>
<thead>
<tr>
<th>Facility Sanitation</th>
<th>Food</th>
<th>Medications/Personal Health supplies</th>
</tr>
</thead>
<tbody>
<tr>
<td>• N95 Masks</td>
<td>• Vegetables</td>
<td>• Kleenex</td>
</tr>
<tr>
<td>• Surgical masks</td>
<td>• Grains</td>
<td>• Towels/wash cloths</td>
</tr>
<tr>
<td>• Hand sanitizer</td>
<td>• Rice</td>
<td>• Fresh linens</td>
</tr>
<tr>
<td>• Disinfecting wipes</td>
<td>• Beans</td>
<td>• Blankets</td>
</tr>
<tr>
<td>• Disinfecting spray</td>
<td>• Pasta</td>
<td></td>
</tr>
<tr>
<td>• Hand soap</td>
<td>• Bottled water</td>
<td></td>
</tr>
<tr>
<td>• Trash bags</td>
<td>• Canned food</td>
<td></td>
</tr>
<tr>
<td>• Toilet paper</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Paper towels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Rubber gloves</td>
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</tbody>
</table>

• OTC meds for the common cold (dextrophan, mucolytics, antihistamine, benadryl, cough drops, cepastat, nasal spray, etc.)
• Hand soap
• Bottled water
• Canned food
• Toilet paper
• Paper towels
• Rubber gloves
• Thermometers

**Community**

• Program Partner visits will be suspended to limit the number of people coming in and out of our buildings, except for essential Program Partners identified as: IFM, Dr. Mamah, and H&M Food Management.
• We are restricting in-person participation in meetings outside of our campus with external stakeholders.
• Board and Committee meetings will be conducted virtually, rather than in person.
• Use of our meeting facilities by outside groups is being suspended.
• Community based employment and outreach services are being suspended.
• All youth group outings are being suspended with the exception of outdoor based activities in a large, open space.
• If one on one community based services are needed for any young person, please coordinate with your manager on the safest way to provide the support.
• Guest visits for residential youth are being suspended.
• Interns and Internships are being suspended.

**Community Youth**
• Community Youth services are being limited to essential services (basic needs, wellness services and case management) during the hours of 2:00pm to 5:00pm seven days a week, or as a pre-scheduled appointment exists and is verified by a team member.
• Community Youth access in the building is restricted to the first floor during these hours
• Sack meals will be made available for community youth.
• If the building is quarantined, community youth services will be suspended.
• When possible, support to community youth be provided virtually.

**Development**
• Gatherings of over 10 people will be cancelled, postponed or converted to a virtual meeting until the CDC changes their current recommendations.
• Tours of the facility are being suspended.
• Volunteer activities are being suspended.
• Acceptance of In-kind donations is being suspended, and alternative methods of supporting the organization are being provided, such as the Amazon Wish List.
• Development team will be vigilant in communicating need for financial support during this time, and continue stewardship and communication with donors in a safe and virtual fashion.

**Travel**
• In an effort to prevent the spread of illness, all Covenant House related travel is suspended until further notice.
• Employees are also encouraged to limit their own personal travel whenever possible, and are prohibited from returning to work for a minimum of two weeks if they travel to any area for which the CDC has issued a travel advisory warning. Additional information on the CDC website: [https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html](https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html)
• Employees are expected to notify their manager and HR regarding any personal travel plans.

**Attachments:**
• Residential Staffing Substitution Plan
• COVID-19 resources
• Coping with Stress
• EAP Brochure

**Plan Version Date:**
March 11, 2020
March 16, 2020
March 17, 2020
March 21, 2020
Covenant House Missouri
Residential Staffing Substitution Plan
Developed March 2020

This plan will be implemented in the event of COVID outbreak and quarantines on or off campus which impact staff. Due to the needs of our youth, every effort should be made to maintain the typical staffing coverage and backup plans. In the event of a significant staff shortage due to widespread impact, these steps will be implemented where possible.

If the Residential Staffing Substitution Plan is enacted, communication will be put out by the COO, or designee. When the plan is enacted, all non-essential personnel will be asked to work remotely in a safe place to preserve their health so they can adequately serve and support the residential program as needed. Leadership Team will coordinate and provide additional on-site and on-call support.

In the event of an outbreak in the building, intakes will be halted, community youth services will be halted, and staffing will be reduced to the minimum level necessary to support our required ratios in the building. The required minimum residential ratios are 1:10 during daytime hours and 1:12 during overnight hours. All staff must be awake during all shifts.

Essential Residential staffing will be provided by these staff roles, in the following order:

1. Case Managers and Residential Advisors
2. PRN staff Case Managers and Residential Advisors
3. Outreach Case Managers
4. APMs
5. PM
6. Director of Residential Services
7. Front Desk staff
8. HR coordinator
9. Therapists
10. Employment staff
11. Director of Support Services
12. COO
13. CEO
14. Quality Assurances team
15. Development team
16. HR team
17. Accounting/Facilities team

This plan is prioritized based on training, skills, and experience, as well as ensuring that hourly employees are still given ample opportunity to work as needed to continue to receive their pay.
**COVID-19**  
**Emergency Resources**  
*Update 3/21/2020*

### General Medical Information

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19 Information</td>
<td>State of Missouri, 877-435-8411</td>
<td>General questions about Missouri’s response</td>
</tr>
<tr>
<td>St. Louis County Corona Virus Help Line</td>
<td>St. Louis County, 314-615-2660</td>
<td>Hotline for residents experiencing symptoms (fever, cough, and difficulty breathing)</td>
</tr>
<tr>
<td>City of St. Louis Health Department</td>
<td>St. Louis City, 314-657-1499</td>
<td>Information about testing and city resources</td>
</tr>
</tbody>
</table>

### Testing

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive Through Testing</td>
<td>Mercy (Chesterfield), 314-251-0500</td>
<td>Must be exhibiting:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- 100.4 fever (or higher)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Dry cough</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- Shortness of breath</td>
</tr>
<tr>
<td>Virtual Testing</td>
<td>SSM</td>
<td>Virtual visits for anyone concerned about exposure – Free for MO and IL residents</td>
</tr>
</tbody>
</table>

### Utility Assistance

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electricity</td>
<td>Ameren, 800-552-7583</td>
<td>Suspending disconnections; Late fee forgiveness</td>
</tr>
<tr>
<td>Gas</td>
<td>Spire, 800-887-4173</td>
<td>Suspended disconnection</td>
</tr>
<tr>
<td>Water</td>
<td>City of St. Louis, 844-488-8395</td>
<td>Suspending water disconnection</td>
</tr>
<tr>
<td>Internet</td>
<td>Charter, 844-488-8395</td>
<td>Free wifi for households with students</td>
</tr>
</tbody>
</table>
### Crisis Hotlines

<table>
<thead>
<tr>
<th>Crisis Hotline</th>
<th>Behavioral Health Response</th>
<th>Speak to a mental health professional</th>
<th>314-469-6644</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Text Line</td>
<td>Crisis Text Line</td>
<td>Text with a mental health professional</td>
<td>Text HOME to 741741</td>
</tr>
<tr>
<td>Suicide Hotline</td>
<td>National Suicide Prevention Lifeline</td>
<td>Speak to a mental health professional</td>
<td>800-273-8255</td>
</tr>
<tr>
<td>Domestic Violence Hotline</td>
<td>ALIVE</td>
<td>Speak or chat (via web) with an ALIVE advocate</td>
<td>314-993-2777; alivestl.org</td>
</tr>
</tbody>
</table>

### Drop-In Center

| Covenant House Missouri        |                          | Sack meals; Case management; Shower; Counseling; Employment support | 314-533-2241 |

### Housing

| Housing Hotline                |                          | Referrals to adult housing resources | 2-1-1 |

### Food

| Hunger Hotline (Food Resources)| Operation Food Search    | Call for information about food pantries in operation in your zip code | 314-726-5355 ext. 1 |
Coping with stress during the 2019-nCoV outbreak

It is normal to feel sad, stressed, confused, scared or angry during a crisis. Talking to people you trust can help. Contact your friends and family.

If you must stay at home, maintain a healthy lifestyle - including proper diet, sleep, exercise and social contacts with loved ones at home and by email and phone with other family and friends.

Don’t use smoking, alcohol or other drugs to deal with your emotions.

If you feel overwhelmed, talk to a health worker or counsellor. Have a plan, where to go to and how to seek help for physical and mental health needs if required.

Get the facts. Gather information that will help you accurately determine your risk so that you can take reasonable precautions. Find a credible source you can trust such as WHO website or, a local or state public health agency.

Limit worry and agitation by lessening the time you and your family spend watching or listening to media coverage that you perceive as upsetting.

Draw on skills you have used in the past that have helped you to manage previous life's adversities and use those skills to help you manage your emotions during the challenging time of this outbreak.
What does the EAP cost?

There is no charge for services provided within the EAP. Your employer has provided short-term counseling, research, consultation and referral services for you, your family and your significant others. When necessary, you may be referred to services that go beyond the scope of the EAP. Charges for services outside the EAP are your responsibility. In some cases, however, your health insurance may cover a portion of the cost of the services you require.

How confidential is the EAP?

No information, including your name, can be released without your written consent. The only exceptions are those required by law such as the duty of counselors to warn someone of a serious threat or the mandated reporting of child and elder abuse.

H&H Health Associates believes...

We can make a significant contribution to the well-being of our clients.
Health is the product of both physical and mental factors affecting productivity and profitability.
Fully functioning associates are a company's greatest asset.
In treating our clients and their families compassionately
We will help our clients find answers.
People are capable of change that can improve their quality of life.
In meeting the changing needs of business through our pursuit of continuing education, credentialing, and licensing.
There is a healing partnership between our clients and ourselves.

Free, confidential & available to all employees.

In-person counseling sessions by appointment.

24/7 800.832.8302

E-mail: Info@HHHealthAssociates.com
Website: www.HHHealthAssociates.com
What is the Employee Assistance Program (EAP)?

The EAP is a confidential service designed to help employees and families with personal or work/life balance issues. Your employer is providing the EAP to help you toward an early resolution of any personal concern.

What kinds of issues are addressed by the EAP?
- Stress Management
- Emotional Issues
- Depression, Anxiety, and Panic Attacks
- Elder Care Resources
- Relationship and Family Problems
- Chemical Dependency
- Eating Disorders
- Domestic Violence
- Job Stress
- Career Frustration
- Child Care Needs
- Grief or Loss
- Work/life Issues
- Financial Guidance
- Nutritional Questions
- Legal Guidance
- Health Coaching Needs

Types of services included in the EAP

Live, Crisis Counseling (24/7) —
Immediate intervention including suicides and violence prevention

Short-term Counseling —
Problem solving oriented for all types of issues including individual and family situations

Multiple/Easy Points of Access —
In-person, video, telephonic, chat & messaging options available to best fit your needs

Stress Reduction —
Assessment of stress, burnout, and mental health issues

Child Care Resources —
Research and referral for all types of child care needs

Elder Care Resources —
Research and referral for all types of elder care needs

Legal Guidance —
Legal consultation and referral for most non-employment related issues

Financial Guidance —
Consultation and referral assistance with money management for most financial concerns

Work/Life Resources —
Research and referral to convenient services to help associates balance work and personal life

Online Resources —
Library of resources, self-assessment tools, training modules, educational videos, etc.

Health Coaching —
Telephonic and online health coaching on topics such as weight management, physical activity, nutrition, stress management, smoking cessation, mindfulness, healthy baby, sleep, ergonomics, heart health, diabetes, chronic conditions, etc.

What happens when I call the EAP?

Accessing the EAP is easy. Simply call the EAP. Counselors are available, 24 hours a day, 7 days a week. The EAP will gather some information, evaluate your needs, and suggest a possible plan of action.

What happens next?

The next step will depend on your unique situation. If you are calling about an emotional or family issue, the EAP counselor will always suggest a face to face meeting. This will give you a private opportunity to talk about your concerns in depth. This meeting will take place at a convenient, private office away from the work-site.

What about resources other than counseling?

The EAP has a variety of professionals available to help free yourself from personal worries at work. Locating day care resources, financial consultations, and legal assistance, are all examples of how the EAP can assist you with work/life balance issues. The EAP also provides Health Coaching services for you and your loved ones on such issues as weight management, fitness and smoking cessation.

314.845.8302 / 800.832.8302

EAP SERVICES—Here to assist you!