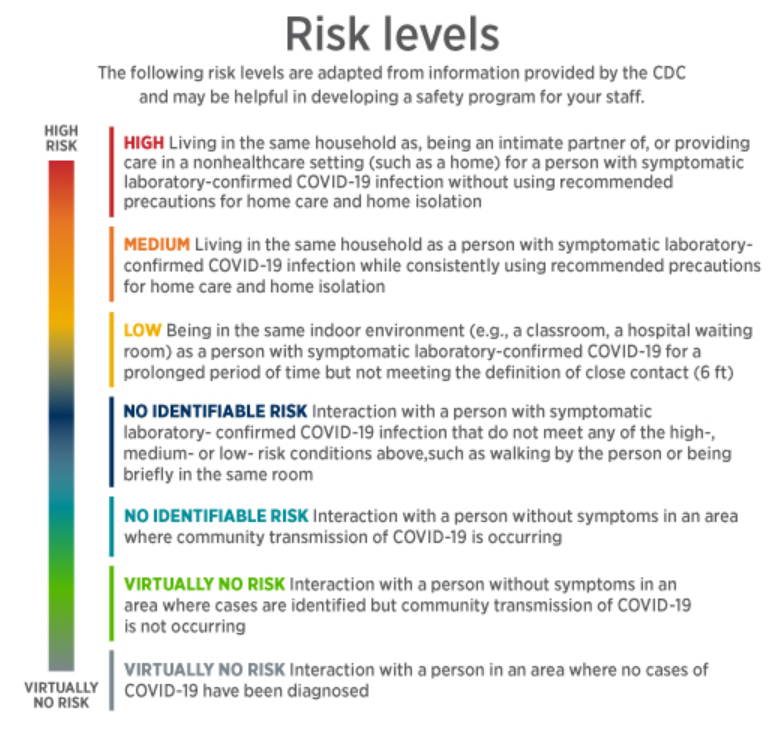
**COVID-19 Intra Team Management**

**Each site should make a determination as to whether they can provide a work environment for their teams that complies with their legal obligations to protect employees from known hazards, including COVID-19. Additional information can be found on the** [**NVA emergency website**](https://emergency.nva.com/sites)**.**

**The below risk levels guide should be utilized when determining if an employee of the hospital should be coming into the hospital for work on any given day.**



* **If an employee is feeling unwell, they should stay at home in order to reduce possible exposure to the team**
* **Employees with High and Medium risk levels should stay home from work**
* **Employees in the range of Low to Virtually No Risk should come into the office ensuring to wear appropriate PPE (masks and gloves) as supply allows**
  + **If PPE supply is lacking, make use of makeshift masks such as bandanas**

**Physical Distancing:**

**All employees should take the necessary precautions to maintain 6 feet of distance from each other when possible and to wear appropriate PE when not possible.**

* **All employees should wear appropriate PPE and avoid direct contact with each other to ensure that risk is mitigated when adequate social distancing isn’t possible amongst employees**
* **Tape or other markers should be utilized in the work area to mark areas in the office where 6 feet social distancing can be achieved and to remind of boundaries so employees can maintain**

**appropriate distancing**

**Lunch:**

* **Employees should exit the hospital when eating lunch when possible**
* **Employees should not be eating lunch together unless maintaining 6 feet of distance. Even with 6 feet of distance, additional precaution should be taken as they will not be wearing appropriate PPE**
* **Re-apply PPE before entering the hospital**

**Team Meetings:**

**Team meetings should be hosted with at least 6 feet of distancing.**

* **If hospital space is limited, you can host meetings outside**
* **The best option for team meetings is to utilize Zoom for video / audio conferences**

**Use of Office Gear / Supplies:**

**Ensure the use of proper PPE when using office gear / supplies such as computers, medical equipment, cabinets, and payment processing systems.**

* **If possible, individuals should be allocated supplies for items such as pens, pencils, notebooks, etc. so that they do not need to be shared**

**Additional Notes:**

* **All employees should wash their hands diligently at the beginning of the day before applying PPE and at the end of the day after removing PPE**
* **If PPE supply is out, ensure to wash hands and use hand sanitizer throughout the day (after each appointment, before/after lunch, before / after using shared supplies / gear, etc.**
* **Post signs and reminders throughout the hospital to remind the team and any clients that come into the hospital of social distancing and handwashing expectations**

**COVID-19 Outdoor Client Interaction Management**

**Each hospital must take precautions related to outdoor client interaction in order to keep both employees and clients safe and slow the spread of COVID-19.**

**Please make sure to review the Curbside Service Best Practices Guide attached below to fully understand the outdoor service process.**

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**When Offering Curbside Service:**

* **Ensure that all employees are wearing appropriate PPE and are trained on curbside protocols**
* **If utilizing an outdoor station, create tape/chalk marks on the ground to show clients how close they can stand to ensure proper 6 feet distancing**
  + **Hygiene partitions can be ordered for the outdoor station in order to decrease risk of infection**
* **Ensure proper 6 feet distancing from the client when retrieving the patient from their car. Ask the client to open the car door themselves and take the patient out of the car**
  + **Consider the same social distancing protocols when dropping the patient back off at the client’s car after the appointment / procedure**

**If Not Offering Curbside Service:**

* **Mark the ground from the entrance with tape/chalk in 6 foot increments to note proper social distancing for clients when waiting in line to enter the hospital**
  + **Ensure the first tape/chalk mark is 6 feet from the single-entry door**
* **Post signs outside of the hospital’s single-entry door to ensure that the queue takes note of the tape and reminds of the importance of social distancing**
* **Post additional signs to note the limited number of clients allowed in the hospital at once and to not come into the building until an employee retrieves them**
* **Once the hospital reaches capacity, customers should be admitted on a 1-out-1-in basis**

**Outdoor Euthanasia:**

* **The hospital can offer outdoor euthanasia if it has a private, calm, outdoor area**
* **Set up a sanitary work station and ensure proper distancing can be achieved by marking a waiting area for clients within view (using tape or chalk)**
* **If clients need to walk through the hospital to get to the private outdoor area, ensure indoor social distancing protocols are followed**