



COVID-19
PREPAREDNESS AND RESPONSE PLAN
2020



114 W Savidge St., Spring Lake, MI 49456
P: 616-844-1108 F: 616-844-1150
W: www.armaintenance.com

Contents

- COVID-19 Preparedness and Response Plan 4
 - Purpose 4
 - Procedures 4
 - Strategies 4
- How is COVID-19 transmitted? 4
 - COVID-19 Workplace Coordinator:..... 5
- COVID-19 Safety Task Force:..... 5
 - Potential Sources of Exposure in the Workplace..... 5
 - Personal Protection Equipment..... 5
 - Basic Infection Prevention Measures 5
- Policies and Procedures for Prompt Identification and Isolation of Sick People..... 6
 - Identification of Sick People 6
 - Isolation of Sick People 6
 - Workplace Flexibilities and Protections..... 6
- Workplace Controls 7
 - Engineering Controls..... 7
 - Administrative Controls 7
 - Safe Work Practices 7
 - Personal Protection Equipment (PPE) 7
- Worksite Preventative Measures..... 8
 - Remote Employees – Field Technicians..... 8
 - Home Office Employees..... 8
 - Return Home from Work Recommended Preventative Measures 9
- Health Assessments 10
- Exhibiting Symptoms Protocol..... 11
 - Exhibiting COVID-19 Symptoms..... 11
 - Exhibiting Ill Health Symptoms 11
- Decision Tree..... 11
- COVID-19 Test Protocol and Contact Tracing 12
 - COVID-19 Positive Test 12
 - Exposure to Positive COVID-19 13
- Communication Plan to Employees / Positive COVID-19 Communication Plan..... 14
 - Health Department Contact Information 15



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Contact Tracing	16
COVID-19 Policies.....	18
ARM Client Guidelines	19



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

COVID-19 Preparedness and Response Plan

Purpose

The purpose of a COVID-19 Preparedness and Response Plan is to contain an outbreak of COVID-19, as well as infectious diseases. Coronavirus disease 2019, also known as COVID-19, is a respiratory illness caused by a coronavirus. According to the World Health Organization, an infectious disease is “caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi; the diseases can be spread, directly or indirectly, from one person to another” (WHO Infectious Diseases).

The COVID-19 preparedness and response plan serves to provide guidance to employees on how to prepare and respond to a COVID-19 and infectious disease outbreak. American Repair Maintenance’s goal with the preparedness and response plan is to maintain healthy business operations and work environment.

Procedures

Should the COVID-19 Preparedness and Response Plan go into effect, American Repair Maintenance will comply with city, state, and federal agencies executive orders and recommendations.

In addition to city, state, and federal compliance, American Repair Maintenance will utilize information and guidance provided by the Centers for Disease Control and Prevention, also known as the CDC.

Strategies

Employees will be educated on how COVID-19 and/or the infectious disease is transmitted; COVID-19 and infectious disease transmission information will be derived from the CDC. Where and how employees may be exposed to COVID-19 and the infectious disease in the workplace will be identified. Transmission information provided by the CDC will be used in the identification process.

American Repair Maintenance will implement remote work options to employees when permissible. For employees whose job responsibilities restrict remote work options, they will be provided with personal protection equipment (AKA PPE). The personal protection equipment provided will be determined based on the recommendation of the CDC, as well as the equipment supply availability.

How is COVID-19 transmitted?

According to the CDC, COVID-19 is transmitted in the following ways:

- From person-to-person
- Between people who are in close contact with one another – *within about 6 feet*
- Through respiratory droplets produced when an infected person coughs, sneezes or talks
 - The droplets can land in the mouths or noses of people who are nearby and can possibly be inhaled into the lungs
- Studies have suggested it can be spread by people who are not exhibiting symptoms



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

COVID-19 Workplace Coordinator:

Chelse Mata, HR Coordinator

COVID-19 Safety Task Force:

Brandon Brown, CEO

Eric Wolff, President

Fred Vander Molen, CFO

Chelse Mata, HR Coordinator

Potential Sources of Exposure in the Workplace

With the methods of transmission of an infectious disease and COVID-19, there are potential sources of exposure in the workplace. Below is the identification of the exposures in the workplace.

1. Home office staff shares workspace, common areas and work supplies
2. Home office staff desk space is near one another; desks do not have 6 feet of distance between one another
3. Field employee's workspace location varies day to day in public spaces such as retail stores and public malls
4. Field employees interact daily with the general public and customers

Personal Protection Equipment

American Repair Maintenance will provide employees with personal protection equipment, as supply limits permit. The personal protection equipment will be determined by the recommendation of the CDC.

Basic Infection Prevention Measures

Employees will be advised on the basic prevention measures listed below.

1. Wash hands frequently for 20 seconds at a time
2. If you are sick, stay home
3. Cover your coughs and sneezes



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Policies and Procedures for Prompt Identification and Isolation of Sick People

Identification of Sick People

Employees will be required to complete a health assessment prior to entering the workplace each day. Health assessments will include self-temperature reading and infectious disease symptom checks.

Employees whose results of the health assessment confirm they are symptom free will be permitted to enter the workplace. Employees whose health assessment results indicate they are exhibiting symptoms of COVID-19 or the infectious disease may not be permitted to enter the workplace.

The health assessment results will be submitted and accessible only to Human Resources and Management. All health assessment results will remain confidential.

Isolation of Sick People

Employees exhibiting COVID-19 and/or the infectious disease symptoms will be required to notify the COVID-19 Workplace Coordinator.

Employees exhibiting symptoms of ill health, not specifically related to an infectious disease, will also be required to notify the COVID-19 Workplace Coordinator. The employee may be asked to stay home and not enter the workplace upon the advisement of the COVID-19 Safety Task Force and/or the advisement of the employee's health care provider.

Employees reporting symptoms of COVID-19, will be required to follow instructions provided by the CDC. These instructions include but are not limited to home isolation, separating from others, monitoring symptoms, and avoiding public transportation.

Employees are to report any suspected possible exposures, as well as any signs or symptoms of an infectious disease to the COVID-19 Workplace Coordinator.

Further detailed instructions can be found at <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>.

Workplace Flexibilities and Protections

American Repair Maintenance will not require a healthcare provider note to validate illness or return to work status.

When applicable, ARM will comply with the requirements of the FFCRA (Families First Coronavirus Act). Should circumstances allow, ARM will provide work flexibilities and accommodations.

American Repair Maintenance will work with the employer sponsored health insurance provider to provide information to employees in regards to medical care in the event of an outbreak.



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Workplace Controls

Engineering Controls

- A. Installing high-efficiency air filters
- B. Installing physical barriers, such as plastic sneeze guards, *if unable to maintain a 6-foot distance*

Administrative Controls

1. Sick employees may be required to stay home*
2. Reducing face-to-face meetings by utilizing virtual communications
3. Discontinuation of nonessential business travel
4. Provide employees with up-to-date education and training on infectious disease risk factors and protective behaviors*

Safe Work Practices

1. ARM will provide the following items, as supply levels permit:
 - a. Tissues
 - b. Hand Soap
 - c. Disinfectants*
 - d. Sanitizer*
 - e. Disposable Towels for cleaning purposes
 - f. Cloth Face Masks*
2. Posting handwashing signs in the restroom

Personal Protection Equipment (PPE)

Personal protection equipment will be determined on the recommendations provided by the CDC. The PPE will be worn consistently and properly by employees when required. All PPE should be removed, cleaned, and disposed of as instructed to avoid transmission and contamination*

**Specified workplace controls are applicable to remote employees, including field technicians.*



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Worksite Preventative Measures

Remote Employees – Field Technicians

- Each remote employee will be required to submit a health assessment each day prior to entering a worksite location
 - Should an employee's health assessment result indicate the employee is exhibiting symptoms of COVID-19 or other concerning symptoms, the employee will be required to stay home and will not be permitted to enter a worksite location
- Employees will be instructed the following safety procedures:
 - Keep 6 feet from others
 - Wash hands frequently for 20 seconds
 - Wear a face mask
 - Do not shake hands
 - Do not share pens or phones
 - Take a photo of the Store Manager signature &/or store stamp with the date and sign off number
- Personal protection equipment will be provided to each remote employee for required use, as supply limit permits (Example: cloth face masks)

Home Office Employees

- In the event there is an Executive Stay Home order issued by state or federal agencies:
 - Each home office employee will be required to execute job responsibilities remotely and will be asked to refrain from entering the home office building, unless executing necessary business operations
- While working in the home office building:
 - Employees will complete a health assessment each day prior to entering the home office location, documentation can be conducted while in the office building
 - Seating arrangements will be modified to comply with the CDC's recommendation of maintaining a 6-foot distance from others
 - If maintaining a 6-foot distance is not feasible, sneeze guards will be installed
 - Personal protection equipment will be provided to each home office employee for required use, as supply limit permits (Example: cloth face masks)
 - The following items will be available in the home office building:
 - Tissues
 - Hand Sanitizer
 - Hand Soap
 - Disposable Towels for cleaning purposes
 - Employees will be instructed the following safety procedures:
 - Maintain a 6 ft. distance when possible
 - Wash hands frequently for 20 seconds
 - Wear a face mask when unable to maintain a 6 ft. distance
 - Do not shake hands



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

- Do not share office supplies or phones
- Minimize face-to-face meetings, utilize virtual communications
- Disinfecting desk area upon arrival and prior to leaving the office building each day
- American Repair Maintenance will continue to bring in a cleaning service but will also rely on employees to take actions in the safety procedures to aid in maintaining a safe workplace.

Return Home from Work Recommended Preventative Measures

Employees are recommended to take additional preventative measures when they return home from work. It is recommended when an employee returns home from work:

- Disinfect phone, ID Badge, and any work supplies
- Handle items that could possibly be contaminated
 - Shoes
 - Work Bag
 - Work Clothes
- Wash work clothes with detergent
- Leave work shoes outside the home
- Shower immediately after arriving home

SOURCES:

<https://intermountainhealthcare.org/blogs/topics/covid-19/2020/04/covid-19-how-to-stay-safe-when-you-come-home-from-work/>

<https://www.osfhealthcare.org/blog/essential-workers-how-to-protect-yourself-and-your-loved-ones/>



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Health Assessments

American Repair Maintenance employees will be required to complete a health assessment prior to entering a worksite location, including the home office building.

The health assessments will provide a written confirmation the employee does not exhibit COVID-19 symptoms, including but not limited to:

- Shortness of Breath
- Fever
- Cough
- Congestion
- Loss of taste or smell

The results of each health assessment will remain confidential and will be available to Human Resources and management only. The health assessment will be completed online via the link &/or QR code below.

<https://app.field-tools.com/entrance-screening-forms/2764907ab87f053bc8c75ddfb4d942c3787f1daecb7>



Below is the list of questions, each employee will answer on the health assessment.

1. In the last 14 days, have you had close contact with an individual diagnosed with or quarantined for COVID-19?
2. In the last 14 days, have you traveled via airplane, domestically or internationally?
3. Have you been experiencing any of the following? (Select all that apply OR None of the above)
 - a. Fever
 - b. Severe Headache
 - c. New or worsening respiratory symptoms such as cough, congestion, or shortness of breath
 - d. Loss of taste or smell
 - e. Flu like symptoms
 - f. None of the above



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Exhibiting Symptoms Protocol

Exhibiting COVID-19 Symptoms

Should an employee's health assessment results or an employee reports they are exhibiting symptoms of COVID-19, the employee will be asked to follow the instructions listed below.

Please note these instructions apply when an employee is unable to be tested for COVID-19.

- Notify COVID-19 Workplace Coordinator
- *Employee will be asked to go home*
- Monitor your symptoms
- Follow care instructions from your healthcare provider and local health department

Return to Work Instructions:

- Fever free for 72 hours (3 full days) without the use of medicine that reduces fever
- Symptoms have improved
- 10 days have passed since symptoms first appeared

Exhibiting Ill Health Symptoms

Should an employee report they are experiencing ill health symptoms not related to COVID-19, the employee will be asked to follow the instructions listed below.

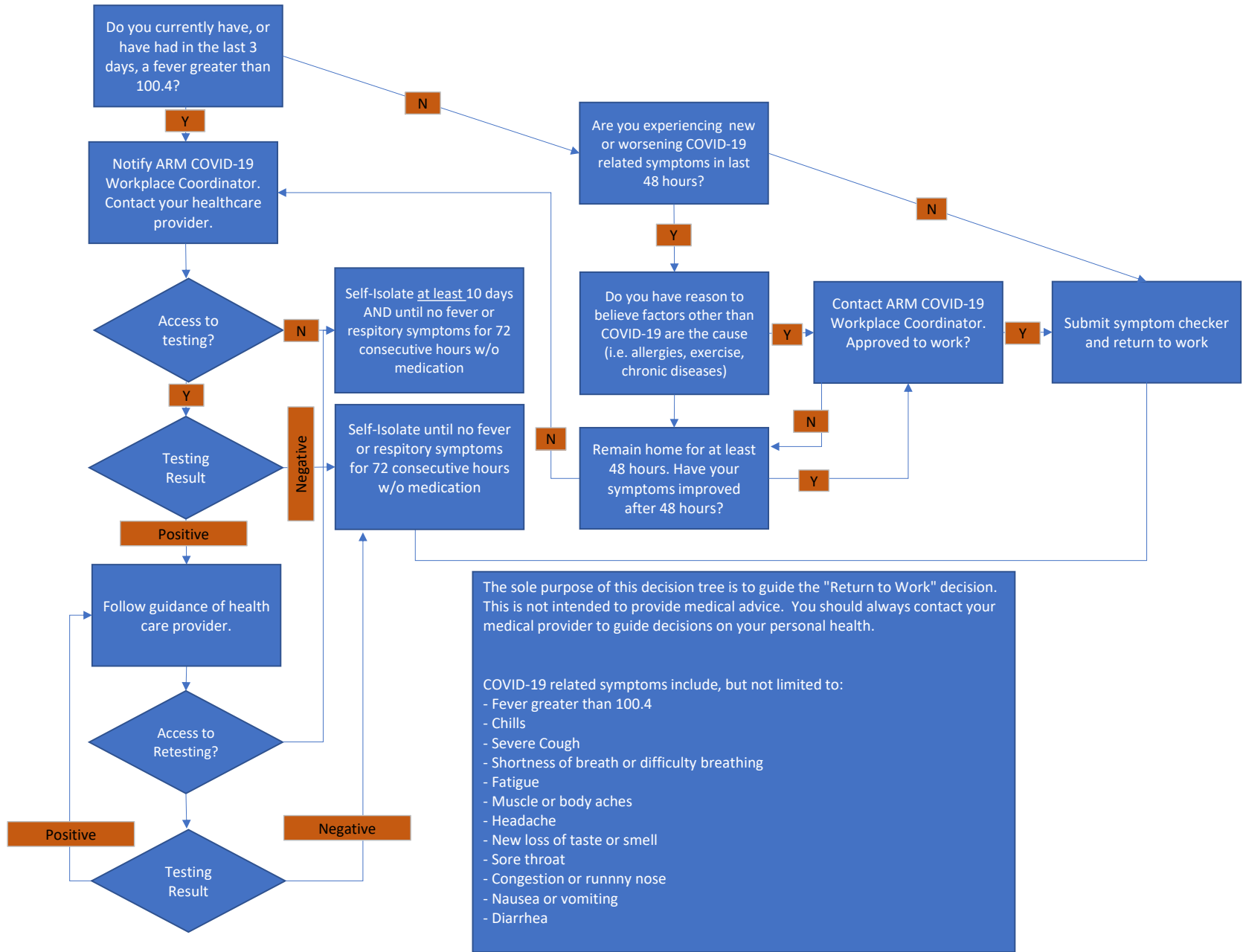
- Notify COVID-19 Workplace Coordinator
- Monitor your symptoms
- Stay in touch with your health care provider
- Follow care instructions from your healthcare provider and/or local health department
- *Employee may be asked to stay home until symptoms improve*

Return to Work Instructions (*If applicable*):

- Notify COVID-19 Workplace Coordinator
- Fever free for 72 hours (3 full days) without the use of medicine that reduces fever
- Symptoms have improved
- Stay in touch with your health care provider
- Follow care instructions from your healthcare provider and/or local health department

Decision Tree

This decision tree is a visual supplement to our protocols and should be used in conjunction with reading this document.





114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

COVID-19 Test Protocol and Contact Tracing

COVID-19 Positive Test

In the event an employee tests positive for COVID-19, the employee will be instructed to follow the directives provided by the CDC. These directives are listed below.

- Notify the COVID-19 Workplace Safety Coordinator
- Self-Isolation: Stay home except to get medical care
 - Stay home
 - Take care of yourself
 - Stay in touch with your health care provider
 - Avoid public transportation
- Separate yourself from other people
- Monitor your symptoms
- Call ahead before visiting your health care provider
- Wear a cloth (face mask) covering your nose and mouth
- Cover your coughs and sneezes
- Clean your hands often
- Avoid sharing personal household items
- Clean and disinfect “high-touch” surfaces everyday

Below are the steps for discontinuing home isolation, in accordance to the instructions provided by the CDC. Employees will need to comply with the steps listed below to return to work.

If you have not had a test confirming you are still contagious, you may leave home if the following has occurred:

- No fever for at least 72 hours (3 full days) without the use of medicine to reduce fevers
- Other symptoms have improved
- At least 10 days have passed since symptoms have first appeared

If you have had a test to determine if you are contagious, you may leave home after:

- You have received a negative COVID-19 test

Return to Work Instructions:

- Notify COVID-19 Workplace Coordinator
- Fever free for 72 hours (3 full days) without the use of medicine that reduces fever
- Symptoms have improved
- If testing is available, receive a negative COVID-19 test

NOTE: In all circumstances, the employee must follow the guidance of their doctor and local health department, including the decision to discontinue home isolation.

Additional and detailed information can be found at <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html> (Source).



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Exposure to Positive COVID-19

If an employee has been exposed to someone who has tested positive for COVID-19, the employee is to follow the CDC instructions listed below. The employee must also report the confirmed positive COVID-19 exposure to the COVID-19 Workplace Coordinator.

Person	Exposure to	Recommended Precautions for the Public
<ul style="list-style-type: none"> • Household member • Intimate partner • Individual providing care in a household without using recommended infection control precautions • Individual who has had close contact (<6 feet) for a prolonged period of time 	<ul style="list-style-type: none"> • Person with symptomatic COVID-19 during period from 48 hours before symptoms onset until meets criteria for discontinuing home isolation (can be a laboratory-confirmed disease or a clinically compatible illness in a state or territory with widespread community transmission) 	<ul style="list-style-type: none"> • Stay home until 14 days after last exposure and maintain social distance (at least 6 feet) from others at all times • Self-monitor for symptoms <ul style="list-style-type: none"> ○ Check temperature twice a day ○ Watch for fever, cough, shortness of breath, or other symptoms of COVID-19 • Avoid contact with people at higher risk for severe illness • Follow CDC guidance if symptoms develop
<ul style="list-style-type: none"> • All U.S. residents, other than those with a known risk exposure 	<ul style="list-style-type: none"> • Possible unrecognized COVID-19 exposures in U.S. communities 	<ul style="list-style-type: none"> • Be alert for symptoms <ul style="list-style-type: none"> ○ Watch for fever, cough, shortness of breath, or other symptoms of COVID-19 • Practice social distancing and other personal prevention strategies • Follow CDC guidance if symptoms develop

SOURCE: <https://www.cdc.gov/coronavirus/2019-ncov/php/public-health-recommendations.html>



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Communication Plan to Employees / Positive COVID-19 Communication Plan

If an employee tests positive for COVID-19, the actions listed below will take place:

- Human Resources will discuss with the employee the applicable company policies
- The employee will be advised to follow the instructions given by the CDC, their doctor and local health department
- The employee will be asked to identify their activity within the last 14 days, prior to testing positive. This will allow the company to assess who the employee has come in close contact (within 6 feet for a prolonged period of time– Source: CDC)
- Individuals the employee has come in contact with will be contacted, including co-workers, clients, and vendors
- At-risk individuals will be informed of the possible exposure to COVID-19 in the workplace and will be asked to follow the instructions outlined in the section ‘Exposure to Positive COVID-19’.
 - **NOTE:** *The name of the employee who has tested positive for COVID-19 must remain confidential, as a requirement of the ADA (American Disabilities Act).*
- If the employee’s worksite location is the home office, the home office will be thoroughly disinfected, including the employee’s workspace
- After the at-risk individuals have been informed, all individuals in the same work location will also be notified
- A follow up email notification will be sent to the individuals listing the steps American Repair Maintenance will be taking
 - For example, if the employee who has tested positive for COVID-19 worksite location is the home office, all home office employees will be notified. But the employees name will not be provided.

SOURCES:

<https://www.paycor.com/resource-center/covid19-letter-employee-tests-positive>

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Health Department Contact Information

Michigan	https://www.michigan.gov/mdhhs/0,5885,7-339-73970_5461_74040---,00.html
Illinois	http://www.idph.state.il.us/local/alpha.htm
Wisconsin	https://www.dhs.wisconsin.gov/lh-depts/counties.htm
Ohio	https://odh.ohio.gov/wps/portal/gov/odh/find-local-health-districts
Indiana	https://www.in.gov/isdh/24822.htm
Kansas	https://www.kdheks.gov/olrh/download/health_directory.pdf
Utah	https://www.naccho.org/membership/lhd-directory?searchType=standard&lhd-state=UT
Florida	https://www.naccho.org/membership/lhd-directory?searchType=standard&lhd-state=FL#card-filter
Minnesota	https://www.health.state.mn.us/communities/practice/connect/findlph.html
Missouri	https://health.mo.gov/living/lpha/lphas.php
North Carolina	https://www.ncdhhs.gov/divisions/public-health/county-health-departments
South Carolina	https://www.scdhec.gov/health/health-public-health-clinics
Tennessee	https://www.tn.gov/health/health-program-areas/localdepartments.html
Kentucky	https://chfs.ky.gov/agencies/dph/dafm/Pages/lhd.aspx
Georgia	https://dph.georgia.gov/find-location
Texas	https://dshs.texas.gov/region2-3/localhd.shtm



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

Contact Tracing

American Repair Maintenance will begin utilizing a visitor log for any non-employee individuals that enter the home office worksite location. The visitor log will include the following information:

- Visitor name & company (*if applicable*)
- Date of visit
- Begin and end time in the building
- *Reason for visit*

Should an employee test positive for COVID-19, American Repair Maintenance will begin the following steps to record those who have possibly been exposed.

- Human Resources will ask the employee to fill out the 'Contact Tracing Form' (see next page). The employee will be asked to identify their activity in the last 14 days prior to testing positive, including:
 - Areas of the workplace
 - Contact with co-workers, clients, and vendors
- Human Resources will contact the individuals the employee has come into contact with in the last 14 days. These individuals will be notified of the possible exposure to COVID-19'

Note: Deliveries made by UPS, Amazon, USPS, FedEx etc. will be documented on the visitor log



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

CONTACT TRACING FORM

Employee Name:	Worksite Address:
Date Notified:	Today's Date:

Please list the individuals you have been in contact with in the last 14 days, including but not limited to clients, vendors, & co-workers.

Individual(s)	Location	Date



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

[COVID-19 Policies](#)

Employees will not be permitted to enter an ARM work site location for the following reasons:

- The employee is exhibiting COVID-19 symptoms
- The employee has been in contact with a confirmed COVID-19 case within the last 14 days

In accordance with Michigan's Executive Order 36, American Repair Maintenance will not discharge, discipline, or retaliate against any employee for staying home for reasons specified above. American Repair Maintenance will also maintain compliance with the Families First Coronavirus Act (FFCRA).

SOURCE: https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-524136--,00.html



114 W Savidge St., Spring Lake, MI 49456

P: 616-844-1108 F: 616-844-1150

W: www.armaintenance.com

ARM Client Guidelines

Vendor Guidelines Prior to Entering Lbrands space - May 2020

The following guidelines have been provided by Lbrands and clarifies that where they may differ, employees must comply with the most strict guideline.

In an effort to keep our employees and customers safe during the COVID-19 pandemic, we are continuing to ask that vendors do not enter the building if they are experiencing any symptoms of illness. These symptoms include but are not limited to fever, shortness of breath, coughing, or any other flu-like symptoms. We also ask that they do not enter the building if they have been quarantined or live with someone who is quarantined.



Facemask must be worn at all times.

- a. Must cover mouth and nose
- b. Follow CDC guidelines: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>
- c. If you need to remove your mask for any reason, you must wash or sanitize your hands, prior to commencing work.



Social Distancing

Maintain CDC recommended social distancing spacing of 6 feet as much as possible.



Disinfect

Clean areas that the technician touched with a CDC approved Disinfectant. <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



NO Signature required

Managers signature is not required at this time. The technician is required to document the Store Managers full name, time and date of work. Photos of the completed work should be taken for documentation.



Temperature Check | Screening questions

A temperature check and answering screening questions may be required by store manager prior to being allowed to enter a store. Refusal to comply could result in not being allowed entry into the store.

Further information around maintaining safe environments can be found at:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

SOURCE: Lbrands