



How Steps For Change is Implementing Basic Infection Prevention Measures Regarding COVID-19

Steps For Change (SFC) is using information provided by credible sources, including the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and the American Red Cross, to guide our approach to the virus. SFC's offices are open for clients and families who wish to be seen in office for therapy sessions. SFC is still accepting new referrals and teletherapy appointments are being offered through Zoom to new and pre-existing clients. Our goal is to continue to provide good customer service to all our visitors and ensure all staff are employing best practices.

Remote to Office Transition

- Clients and their families will have the choice to either continue individual therapy sessions via Zoom or come into the office.
- When possible and feasible with business operations, employees who can work remotely either full time or part time, are encouraged to do so until further notice. SFC has deployed technology and procedures to enable our employees to operate effectively while working remotely and continues to seek ways to improve and streamline such processes.
- All SFC meetings will be held via Zoom until further notice.
- Weekly safety meetings are held to discuss office conditions and share any updated information regarding COVID-19.
- Daily health screenings will be conducted for all staff coming into the office. They will be asked the following questions, and a record will be kept of it. If an employee answers yes to any of these questions, they will be sent home:
 1. A new fever (100.1 degrees F or higher), or a sense of having a fever?
 2. A new cough that you cannot attribute to another health condition?
 3. New shortness of breath that you cannot attribute to another health condition?
 4. A new sore throat that you cannot attribute to another health condition?
 5. New muscle aches that you cannot attribute to another health condition or that may have been caused by a specific activity (such as physical exercise)?

Precautionary Measures

- Clean your hands often. Use soap and water, or an alcohol-based hand rub.
- Maintain a safe distance (6ft) from anyone who is coughing or sneezing.
- Avoid touching your eyes, nose, and mouth.

- Cover your cough or sneeze with a tissue and throw it in the trash. If tissues are not available, cough or sneeze into your elbow, not your hands. SFC provides clients and visitors with tissues and trash receptacles.
- Stay home if you feel unwell.
- If you have a fever, a cough, and difficulty breathing, seek medical attention. Call in advance.
- Clean and disinfect frequently touched surfaces using a regular household cleaning spray or wipes.
- If you have symptoms of acute respiratory illness or feel sick, stay home and seek medical assistance.

The CDC reports that symptoms can appear two to 14 days after exposure to the virus.

The symptoms of COVID-19 are:

- Fever
- Cough
- Shortness of breath
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore Throat
- New loss of taste or smell

SFC currently recommends that if you have a fever, you stay home for at least 24 hours after being free of the fever (100.4 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Those who enter the SFC office with symptoms of COVID-19 will be sent home in accordance with these health guidelines.

Procedures Required to Follow in the SFC Office

- Employees will be working in shifts, trying to maintain the least number of employees in office at one time.
- Employees will wipe down their keyboards, mouse, remote controls, all desk surfaces, tables, chairs, doorknobs, and writing utensils before each use. Please note that sprayed disinfectants must remain on surfaces for at least 60 seconds, or time specified per manufacturer's directions for use, where possible, prior to wiping off to ensure the chemicals have sufficient time to kill the targeted germs.
- No snacks will be offered to clients until further notice.
- On-site food preparation and sharing is prohibited. Employees will need to bring pre-prepared meals.
- Do not use a common water cooler.
- Employees will be required to wear a mask when interacting with others (e.g., clients, client's families, other SFC staff members, social workers and probation officers).
- Employees and clients may utilize disposable gloves when appropriate.
- Clients will be informed prior to starting care in office at SFC, that they will need to comply to all safety measures (listed below).
- Clients are required to wear masks and sanitize hands before entering the office, sanitizer and masks will be provided.

- Both clients and employees will maintain social distancing by staying 6ft apart. Chairs in the lobby should remain 6ft apart.
- Cover your cough and handwashing signs will be placed in the lobby, kitchen, and other common areas.
- Therapy sessions should be conducted in offices where 6ft of social distancing can be maintained, in offices where that is not possible, employees should utilize SFC conference rooms or the family therapy room.
- Once SFC transportation resumes, masks must always be worn while in the vehicle. All clients must sanitize their hands before entering the vehicle. Masks and sanitizer will be provided.
- The SFC driver will clean surfaces of the vehicle, (e.g., steering wheels, gear shifts, instrument panels, door handles, etc.) before each client enters the vehicle.
- SFC maintains regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.
- If the office is thought to be potentially infected, it will be shut down and professionally cleaned and decontaminated, to the extent possible, naturally disinfected, or otherwise addressed, in accordance with recommendations. Once the office is approved to be reinstated, a return to operations will be communicated to all relevant parties.