



We are closely monitoring government policy updates and adhering to guidelines and directives issued by the Centers for Disease Control (CDC), State of Wisconsin Department of Human Services and Winnebago County Public Health Department. We will continue to make policy and operational changes to our protocols and procedures in alignment with these agencies.

The following aspects of re-opening will be implemented and remain in effect until it is determined safe to advance to the next phase of operations based on State and Local guidelines.

Phased Reopening Plan

As we begin the incremental steps towards reopening, we are taking safety measures and precautions for our staff and clients. All aspects of our operations are being considered and have been evaluated and decisions have been based on federal, state and local guidelines

As we reopen, we want to continue to offer a safe environment for you to have a healthy experience.

Our goal is to provide the following information for you in a document in which you can reference and refer to for guidance.

The following COVID-19 informational links may be helpful for you:

CDC COVID-19 Information: Center for Disease Control and Prevention

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

State of Wisconsin

<https://www.dhs.wisconsin.gov/covid-19/index.htm>

Safety

The COVID-19 virus is thought to spread mainly from person-to-person from respiratory droplets and from contact with contaminated surfaces or objects. COVID-19 may be spread by people who are not showing symptoms. For everyone's safety, we are taking universal precautions to prevent infection or spreading infection.

Esprit Counseling will follow all CDC Guidelines:

- Stay home if you are sick or symptomatic
- Avoid close contact with people who are sick
- Avoid touching your hands to your face
- Frequent hand washing is required
- Physical distancing is required, keeping a 6-foot distance

If any of the Esprit team employee has had a potential exposure to COVID-19, it will be reported to their administrator who will determine next steps based on state and health agency guidelines. We have been and will remain in contact with and following all guidelines set forth by the Winnebago County Public Health Department. We will work with them and follow the appropriate actions.

Personal Protective Equipment (PPE) Appropriate PPE is worn by the Esprit team in adherence to state and local regulations and guidelines. All staff are trained on COVID-19 safety and social protocols.

- Wearing face masks while onsite will be required when tasks necessitate working within 6 feet of others. Gloves are also available as needed/requested.

Staggering appointments. During the second phase of re-opening when the number of clinicians and clients increases, we are exploring the option of staggering schedules to minimize the number of people entering the clinic at the same time.

Clean and disinfect frequently touched surfaces, equipment, regularly. Throughout the day and when office equipment is used, we will use provided disinfectant products to clean and disinfect work areas, surfaces and equipment.

Curbside check in. To maintain additional social distancing, we are asking you to "skip the lobby" and wait in your vehicle until indicated by your counselor. Upon arrival in our parking lot, please text your counselor to let them know you have arrived. Please include your first name and time of your appointment in the message body.

Health and Safety

Employee Training, Health Concerns and Case Notification

- **COVID-19 Training.** All employees have access to all current CDC guidelines on how to stop the spread of COVID-19, physical distancing and other protocols and measures.
- **COVID-19 Exposure Response will be administrated by our Executive Leadership Team.** All clients will be asked to sign an Informed Consent specific to the risks of being seen in the clinic during this national health emergency. Additionally you will be asked to sign a release of information in the event of an exposure to COVID-19 within the clinic so we can work with local health officials to comply with reporting procedures.

Physical Distancing

- In addition to curb side check in we will have distances marked in the waiting room to assist in visually identifying safe distances.
- Within the counseling offices, the space between chairs has been measured to ensure at least 6 feet of distance during the session.

Personal Hygiene and Hand Sanitizer

- Correct hand hygiene and frequent handwashing with soap is vital to help combat the spread of the virus. Guidelines include recommendations to wash your hands, or use sanitizer when a sink is not available after: using the restroom, sneezing, touching the face, blowing the nose, cleaning, using office equipment and tools, entering and exiting a room, signing documents, or using pens.
- Hand sanitizer dispensers will be placed in the waiting room and throughout the agency.

Personal Protective Equipment (PPE)

- Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.

Cleaning Products and Sanitization Protocols

- We are using cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens.
- We are working with our vendors, distribution partners and suppliers through Winnebago County to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.
- We have maintained a healthy supply of all cleaning and sanitizing products and will continue to have a surplus on hand.
- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, door handles, counters, tables, chairs, benches, and seating areas.

Continued Remote Working Arrangements

- Staff that will be required to care for the grounds and the guests coming into the Garden will be on site working.
- Some functions such as Administration and Billing may continue to work remotely.

Signage

- There will be screening questions posted on the door and we ask each client to take the time to review the questions before entering the clinic.
- There will be a reminder note on the door asking you to comply with curbside check in policy.

PHASE 1

Beginning June 15th, 2020

Phase 1-one clinician in the clinic per day

- Beginning June 15th, 2020 we will begin to have one clinician per day in the clinic. This is to minimize contact as well as to minimize the number of people in the clinic per day. The clients seen in the clinic those days will be determined based on clinical criteria and eligibility. The policy for this is attached.

Guest Arrival

Please refer to the Curb side check in instructions attached. Please arrive wearing a mask and review the screening questions.

- The front door of the clinic will be propped open to minimize contact with surfaces.
- When you arrive in the waiting room please use the hand sanitizer located in the waiting room.

PHASES 2

All policies and procedures for Phase 1 will be continued.

There are many factors which impact our decision to move to Phase 2 and these will be reviewed on a regular basis. Tentatively we are projecting Phase 2 to begin in July 2020.