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PROTOCOL STATEMENT

Hillcrest Transitional Housing initiated COVID-19 protocols beginning Monday, May 18, 2020. The primary goal is to maintain the health and safety of all Hillcrest employees and associates (residents, volunteers, and visitors). The protocols will assist in reducing transmission among employees and associates, maintaining healthy business operations, and maintaining a healthy work environment.

Hillcrest actively encourages Hillcrest employees and associates to follow recommendations from the Centers for Disease Control and Prevention (CDC):

1. Employees/associates who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
2. Sick employees/associates should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
3. Employees/associates who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.
4. Employees and associates traveling to high risk areas (www.cdc.gov/coronavirus/2019-ncov/travelers) should notify their supervisor and discuss appropriate RTW protocols.

Hillcrest protocols will be continually monitored and assessed. Additional protocols may be required for implementation. Dates are subject to change based upon guidelines established by local, state, and federal jurisdictions. Updates and changes will be communicated to all Hillcrest staff via email.

Additional information may be found at

- <https://www.cdc.gov/>
- <https://www.coronavirus.kdheks.gov/>
- <https://health.mo.gov/living/healthcondiseases/communicable/novel-coronavirus/>

HILLCREST FACILITIES

Hillcrest will continue to comply with all local, state and federal regulations for a safe work environment. Resources related to the COVID-19 pandemic will be made available to employees and associates.

1. All Hillcrest employees are expected to have schedules in place and any remote work requires a Remote Work Agreement on file.
2. If a staff member is requesting accommodations, they need to make a formal request with their supervisor.
3. Staff is required to sign in/out at each building upon their arrival at Hillcrest campus locations.
4. Staff should limit their interactions at the Thrift Stores and should schedule any usage of the community rooms directly with Thrift staff.
5. Virtual meetings are highly encouraged.

SOCIAL DISTANCING

1. Maintain 6-foot social distancing from others at all times.
2. Keep workstations 6 feet apart.
3. Vehicles should only transport individuals from the same household or co-workers who must rideshare to conduct essential business.

HYGIENE

1. Employees must wash or sanitize hands upon entering and exiting facilities and throughout the day. In addition, all staff should have hand sanitizer readily available in their work station.

CLEANING

Appropriate cleaning supplies will continue to be made available to Hillcrest employees and associates.

1. Employees must perform enhanced cleanings of all touched surfaces at least twice a day.
2. Employees must clean and sanitize their individual work stations daily.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE will continue to be made available to Hillcrest employees and associates.

1. Masks are **recommended** for all people (except children under 5) while at all Hillcrest facilities and during any interactions with other people.

HILLCREST RESIDENTS

1. Residents should refrain from entering Hillcrest residences other than their own.
2. Case management and budget counseling may be conducted in-person or virtually.
3. Life skills and community living classes may be conducted in-person or virtually.
4. Residents are required to keep their individual residences clean and sanitized.
5. Common areas (i.e. laundry facilities) will have staggered availability of one family at a time. Each family will be responsible for disinfecting area after each use. Onsite Resident Managers will assist in minimum weekly disinfecting of common areas.
6. Apartments will be cleaned and sanitized by the Onsite Resident Manager(s) within 5 (five) days being vacated by residents.

VISITORS

All Hillcrest visitors are required to adhere to all COVID-19 protocols.

Visitors include program applicants, donors, contractors, and business partners.

1. All visitors will need to sign-in and provide contact information (name, address, phone).

VOLUNTEERS

All Hillcrest volunteers are required to adhere to all COVID-19 protocols. Volunteers include life skill instructors, budget counselors, office support, and general volunteers.

1. Life skill and budget counselors may resume in-person meetings by appointment, virtual meetings encouraged.
2. Volunteers will need to sign-in and provide contact information (name, address, phone).
3. Masks are **recommended** at any Hillcrest program site.

THRIFT STORES

Volunteers:

1. Volunteers will not be allowed access to Hillcrest facilities if they are ill or have someone in their household that is ill.
2. All volunteers should practice social distancing and it is *recommended* they wear a face mask.
3. Workstations have a minimum of six feet of spacing between them.
4. Sanitizer has been provided to clean all workstations after each shift.
5. Hand sanitizer has been provided throughout the volunteer areas.
6. Volunteer bathroom will be sanitized twice daily.
7. Common area will be sanitized every hour.

Customers:

1. Face masks are *recommended* for anyone over the age of 5.

Staff:

1. Face masks are *recommended*, and staff should practice social distancing whenever possible.
2. Staff will not report to work if they are feeling ill or have someone at home that is ill until cleared by a doctor.
3. Staff will spray down all shopping carts with alcohol sanitizer after each use. All pens will also be sprayed after each use.
4. Cashwrap, doors, dressing rooms, and bathrooms will be sanitized once an hour.

Sales Floor:

1. Social distancing signs have been placed throughout the store. Approach to cash wrap has been clearly marked for shoppers and has a minimum of six feet of spacing.
2. Barriers have been installed at the cash wrap.
3. Water fountains have been turned off.
4. Bathrooms are sanitized twice daily.
5. Dressing rooms are sanitized every other hour.
6. Hand sanitizer has been placed at the front door and by the dressing rooms.
7. Guidelines for facility capacity guidelines by local jurisdictions will be strictly followed.
8. Have placed signs at entrance and on social media requesting customers wear facemasks.

Donation Center:

1. Contactless donation process.
2. Workstations are a minimum of six feet apart and sanitizer is available to sanitize stations after use.
3. Hand sanitizer stations are installed.

EXPOSURE PROTOCOLS

In the event of a possible COVID-19 exposure at a Hillcrest facility the following procedures will be followed:

- Notices of potential exposure or symptoms of COVID-19 should be reported to the Director of Operations immediately. All personal medical information will be kept strictly confidential.
- Upon notice to Hillcrest of a possible COVID-19 exposure, the Director of Operations will conduct an interview with the person(s) exposed to conduct contact tracing to determine individuals who have been potentially exposed. For purposes of contact tracing and in occurrence with CDC and local guidelines, the following will be considered exposure to COVID-19:
 - Were within 6 feet of someone who has COVID-19 for a total of 10 minutes or more; or
 - Provided care at home to someone who is sick with COVID-19; or
 - Had direct physical contact with the person (hugged or kissed them); or
 - Shared eating or drinking utensils; or
 - They sneezed, coughed, or somehow got respiratory droplets on you
- Anyone potentially exposed will be personally contacted via phone by the Director of Operations and/or their Supervisor. In addition, an email with a "Personal COVID-19 Notice" along with instructions and next steps is provided to each individual. In the event of a possible exposure at a Hillcrest Thrift Store or with a volunteer group, a separate "Hillcrest COVID-19 Volunteer Notice" will be sent.
- Anyone potentially exposed unvaccinated person will be asked to isolate from Hillcrest facilities for 10-days from the date of potential exposure or until the potential exposure is deemed negative.
 - Alternatively, a potentially exposed unvaccinated person may opt to work with their medical provider to be tested for COVID-19. Testing expense is the responsibility of the individual. They may return to Hillcrest facilities before the end of the Hillcrest self-isolation period if the individual;
 - Is not exhibiting any symptoms of COVID-19; **and**
 - Provides Hillcrest a negative COVID-19 test result after the 5th day of exposure.
 - Anyone pending a COVID-19 test should immediately isolate until test results are confirmed.
 - It is the individual's choice to continue with the self-isolation or pursue COVID-19 testing. Hillcrest encourages everyone to choose the best option for their personal situation.