



## **Indiana Safety Plan for Resumption of Services**

### **A.W. Holdings, LLC d/b/a Benchmark Human Services (Benchmark) and Anthony Wayne Rehabilitation Center Inc. (AWRC)**

A.W. Holdings, LLC d/b/a Benchmark Human Services (Benchmark) and Anthony Wayne Rehabilitation Center for Handicapped and Blind, Inc. (AWRC), headquartered in Fort Wayne, Indiana, provide services to individuals with intellectual and developmental disabilities (IDD) and behavioral health needs in 14 states. (Benchmark is a for-profit, privately held company, and AWRC is its not-for-profit sister company. Employees from both entities are employed under Benchmark, so for the purpose of this Plan, we will refer to both entities simply as Benchmark or the Company).

In mid-March, Benchmark made significant changes to its business structure due to the COVID-19 pandemic. The Company closed all congregate day services sites, and significantly scaled back workforce at its industrial work centers, and provided limited, virtual community employment services, however, Benchmark's residential programs and home healthcare services are essential services, and have been in operation continuously. In-home early intervention services were suspended and replaced with teletherapy services.

As the Company looks to re-opening day services and increasing work levels at the work centers to full capacity, it will continue to follow the stringent protocol it has had in place in its residential and office settings for the last two months. This Safety Plan includes those protocols and establishes additional guidelines for congregate settings to keep employees and persons served safe. The Plan is based upon information available from the U.S. Center for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), the State of Indiana, and any applicable local guidance and is subject to change based on further guidance from these and other public health agencies. Benchmark will monitor COVID-19 related guidance and will communicate any changes to this Plan. Please familiarize yourself with this Plan.

If you have any questions or concerns about the Plan, or if you wish to report non-compliance with the Plan, please contact Chief Compliance Officer, Nancy Bobay, [nbobay@benchmarkhs.com](mailto:nbobay@benchmarkhs.com); (260) 207-5604.

#### **1. Health Screening**

Benchmark will check the temperature of all employees prior to their shift. If an employee presents with a fever of 100 degrees Fahrenheit or higher, they are not permitted in the residence or facility and are unable to work their scheduled shift. Additionally, that employee is not permitted to return to work until they are fever free for 72 hours without taking any fever reducing medication and at least seven days have passed since symptoms first began.

Temperature checks will be implemented at specific work centers or sites as follows:

- Within Benchmark's residential settings, temperatures are taken with a touch free thermometer outside the home, so employees presenting with a fever do not enter the home.
- Plans have been developed for re-opening of congregate settings, which include monitoring temperatures while adhering to social distancing guidelines.

- For work centers and industrial operations, temperatures are checked prior to employees starting their shifts.

Employees will be expected to follow work center specific guidelines and social distancing during all temperature checks.

Health screenings are conducted by designated staff at each site by designated shift.

Temperature recording logs are confidential at all sites.

Home health staff, professional staff, managers, and office staff self-monitor their temperatures and symptoms on a daily basis prior to reporting to work.

Self-wellness checks have been standard protocol in Benchmark's residential settings and will continue. The Company will add this protocol to congregate settings as they reopen. Benchmark has asked employees to self-screen for other potential symptoms of COVID-19, i.e., dry cough, loss of smell or taste, etc. and to self-quarantine if they feel they have been exposed to the virus.

If an employee tests positive for the virus, they must immediately report it to their supervisor and self-quarantine at home until they have a note from their doctor saying they are recovered and able to return to work.

## **2. Cleaning**

Cleaning duties are shared among all employees, janitorial staff, and contracted cleaning companies. Within residential facilities, employees on each shift are responsible for thorough disinfecting of surfaces, including doorknobs, light switches, and other frequently touched surfaces, in addition to all counter tops, sinks, bathroom facilities, etc. In offices and congregate settings, each employee is responsible for disinfecting and cleaning their workspaces, while additionally, company janitorial staff or contracted cleaning companies must clean shared surfaces.

Door knobs / light switches / high touch shared surfaces and restrooms will be regularly sanitized. Lunch rooms and break rooms will be sanitized after each break period. A check off list will be posted in each of these areas, so that the individual cleaning can sign off on the completed tasks.

All common workspaces, shared facilities like break rooms, mailrooms, and restrooms are cleaned on a regular schedule. Countertops, work stations, office and building entrance doors and handles, restroom facilities, and frequently touched surfaces such as light switches will need to be sanitized or disinfected. All disinfecting agents are EPA approved and are used according to directions.

Disinfecting supplies are distributed from local depositories if and when individual programs are having difficulty ensuring a steady supply. Inventories of supplies are maintained at the local program or office level.

## **3. Employee Protection and PPE**

Hand sanitizer and wipes are located by all areas requiring regular cleaning, including offices, industrial locations, and residential sites. Staff in residential sites have been issued individual hand sanitizers. Staff must wash their hands frequently, including before each shift, as well as before and after eating or after using the restroom, following the recommended CDC protocol (use a foaming cleanser, wash for at least 20 seconds, dry thoroughly).

Touch free waste receptacles have been provided.

Face masks are currently required in all residential facilities. Cloth masks will be mandatory for employees working in congregate settings with individuals served, and strongly encouraged in office settings where there are no individuals served. In cases where it is impossible to maintain social distancing in office settings, employees must wear cloth masks. If a cloth face mask becomes soiled during an employee's shift a cloth face mask will be provided by the Company. Otherwise, employees are responsible for cleaning masks at home after their shift. Once home visits within Benchmark's early intervention programs resume in-person visits, face shields will be utilized for families who are willing to have therapists back in their home. Teletherapy will be used for as long as needed or for those families that do not want a face-to-face visit.

Face shields will be provided for instances in which people are closer than 6 feet apart and are at risk for coming into contact with bodily fluids, such as assisting individuals with rest rooming needs.

In industrial operations, staff positioning on production lines has been re-engineered to ensure social distancing is maintained. In a few areas where social distancing cannot be easily maintained, Plexiglas barriers have been erected to supplement staff use of PPE, including facemasks. In residential settings, social distancing will not always be possible, so all staff are wearing PPE including face masks and face shields, and interactions within six feet are as limited as possible and under ten minutes. A similar approach will be used as day services and work centers start approximating normal operations. Similarly, in home health, social distancing cannot be consistently maintained so PPE is used at all times. If any employee who is required by this Plan to wear a mask has a condition that makes that difficult or impossible, they should discuss reasonable accommodations with their Human Resources staff.

#### **4. Safety Education**

Throughout the pandemic, employees have received extensive training on protecting themselves and those served including information about cleaning, self-care, use of PPE, etc. The home page of Benchmark's Intranet has been devoted to COVID-19 and is updated regularly with training materials, guidelines from the Company, as well as the CDC, OSHA, and other reputable medical resources. Managers receive, at least weekly, manager briefings on prevention, treatment, new protocols or policies, etc. Employees have, and will continue to meet with department supervisors to receive appropriate training. Flyers and posters have also been distributed and posted in homes, and office and congregate facilities.

#### **5. Workplace Restructuring**

All workstations or activity stations in work centers and day program sites are to be positioned at minimum of 6 feet apart or physical Plexiglas barriers installed. Office settings will re-position work stations as much as possible to ensure social.

All staff who can work from home are doing so and that stance will be maintained. For example, community employment service staff will be available for interviews or job coaching in person (following outlined distancing and PPE guidelines) but perform most functions remotely/virtually. Areas of congestion have been routed for one way foot traffic. If contact must be within 6 feet and is prolonged for more than five minutes, all staff will wear facemasks.

Lunch and breaks will be staggered. Day services and work centers will take a phased approach to bringing people back to congregate facilities, starting with the least vulnerable populations.

In congregate sites, all individuals served and employees will wash hands before lunch or snacks. Tables and all surface areas to be sanitized before and after each person attends lunch. All tables will be stationed 6 feet apart, and will allow only one person per table. Lunch

and breaks will be staggered. In office settings, employees must sit at least 6 feet apart when eating in the cafeteria or break rooms.

## **6. Transporting of Individuals Served**

Benchmark may provide transportation to individuals served for appointments, recreation, day programs, and employment options. All riders will be asked to minimize personal belongings. Lunches needed for day programs or employment options may sit on the individual's lap.

Transporting options:

- Individuals who can use public transportation may do so. Benchmark strongly encourages the individual to wear a mask while in the public.
- Individuals who use private transportation outside of Benchmark are asked to wear a mask to ensure the health and safety of any one who may also be transported. A plexi-shield is also recommended if this can be tolerated by the individual. Benchmark will ask the vendor to ensure all cleaning and disinfections guidelines be completed.
- Individuals who reside in a Benchmark residential program and who live together will receive transportation from an employee who works in that home. An employee may drive a company owned van or private car. Employees will wear, at a minimum, a cloth mask. Individuals served will be asked to wear a cloth mask. A plexi- shield is also recommended if this can be tolerated by the individual. Temperatures of individuals and staff will be checked before entering the vehicle. Social distancing of 6 feet is recommended if the vehicle allows. Ideally, transportation will only include housemates, however, other riders may be picked up if the vehicle can still accommodate social distancing requirements. Each vehicle will be equipped with hand sanitizer with at least 60% alcohol. Benchmark will follow state and local health department recommendations until restrictions are lifted.
- Individuals served who live alone may receive transportation by a Benchmark employee. The employee will wear, at a minimum, a cloth mask. Individuals served will be asked to wear a cloth mask. A plexi-shield is also recommended if this can be tolerated by the individual. Social distancing of 6 feet is recommended if the vehicle allows. Other riders may be picked up if the vehicle can still accommodate social distancing requirements. The vehicle will be equipped with hand sanitizer with at least 60% alcohol. Benchmark will follow state and local health department recommendations until restrictions are lifted.

Benchmark enforces the cleaning and disinfection of company owned vehicles and vehicles owned by employees who transport individuals in the community.

Benchmark will follow the Centers for Disease Control and Prevention (CDC) Coronavirus Disease 2019 (COVID-19) Cleaning and Disinfection for Non-Emergency Transport Vehicles.

At a minimum, Benchmark will clean and disinfect commonly touched surfaces in the vehicle at the beginning and end of each of destination. While cleaning it is recommended that doors and windows remain open. Wear gloves and clean with detergent or soap and water if surfaces are visibly dirty prior to disinfectant application.

Cleaning the interior of the vehicle will include:

- Hard seats
- Arm rests
- Door handles
- Seat belts
- Buckles

- Light and air controls
- Doors and windows
- Grab handles

Dispose of gloves after cleaning and immediately wash hands or use alcohol-based hand sanitizer.

## **7. Visitors**

Virtual visits with individuals served using Zoom, FaceTime, or other technologies are highly encouraged in lieu of face-to-face visits. In office settings, visitors must wear masks and report having no fever or COVID-19 symptoms to be admitted into the facilities. Notices indicating this directive are posted on all public entrances. Additionally, virtual meetings with potential visitors are encouraged for those working in office settings.

## **8. Position or Individual in Charge**

The Director of Human Resources Compliance and Safety and the Chief Compliance Officer will be in charge of implementation of this plan. The Safety Committee will monitor logs and responses so that positive trends can be encouraged and negative trends addressed.

It is imperative that all management staff model the practices and procedures expected of employees so as to set the example and help reinforce the response plan among all employees.