

# **COVID-19 STANDARDS AND PROCEDURES PROTOCOL TEMPORARY ASSOCIATES APRIL 2020**

The Protocall Group has advised all workers, regardless of specific exposure risks, it is always a good practice to:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette, including covering coughs and sneezes.
- Avoid close contact with people who are sick.
- Stay home if sick.
- Recognize personal risk factors. [According to U.S. Centers for Disease Control and Prevention \(CDC\)](#), certain people, including older adults and those with underlying conditions such as heart or lung disease or diabetes, are at higher risk for developing more serious complications from COVID-19.
- Use face mask when inside and adhere to all safety precautions as deemed appropriate by client.

## **Exposure**

For an employee who feels they have been exposed to COVID-19:

- Report exposure to staffing supervisor (SS). Symptoms? Fever?
- SS to report to Protocall HR.
- EE to contact their medical provider for guidance – is two weeks isolation warranted? If so, log return to work date and get doctor’s note. If not, ask for doctor’s note to return to work
- Contact client of possible exposure.
- EE may file for unemployment, use eligible NJ Sick Time.
- No EE should report to work if they feel they have been exposed.

## **Positive Result**

For an employee who has tested positive:

- Been isolated already?
- Report your result to SS. Obtain doctor’s note. Do not disclose doctor’s note to client.
- SS to report to Protocall HR.
- Follow quarantine procedure per doctor’s order.

- Has EE been within 6 feet for 10 minutes or more with any other employee in facility?
- Does EE carpool with any other person?
- Contact client for positive result, discuss interactions with other employees.
- Client to perform sanitation procedures per CDC guidelines.
  - Break/lunchrooms.
  - Signs on floor reminding all of 6 feet distancing.
  - Bathrooms, light switches, door handles, etc.
- SS or HR to check in with employee as to status of illness, how they are doing.
- EE may file for unemployment, use eligible NJ Sick Time.
- Mass email sent to all other employees working at client facility stating there has been a positive result. This email should be sent each and every time there is a positive result in the same facility.
- After quarantine, doctor will need to release employee for full duty and a return to work note must be presented (where applicable) to Protocall before reporting to duty.

## **NOTES**

If a temporary associate reports to work sick, the client should apply the same policies and restrictions that apply to the client's employees.

- Clients also should be informed of any staffing firm restrictions on employees who have recently been in countries subject to government travel advisories.

Clients should institute hiring temperature takers at their site to monitor if any employee exhibits a fever.

We also have encouraged our temporary workers to keep up to date on developments by visiting the [About Coronavirus Disease 2019](#) and [CDC's Frequently Asked Questions and Answers](#) webpages.