



**COVID-19 Pandemic  
Emergency Operations Plan  
HJH Vocational Training Center-  
Charlotte, North Carolina  
Established 5/2020**

## OVERVIEW

**NCIA** supports individuals who are vulnerable to COVID-19 (and associated sicknesses) due to underlying health conditions, difficult living scenarios, often limited access to proper healthcare and nutrition and in some cases advanced age. It is the goal of the organization to maintain the following priorities as this situation continues to change and evolve.

The priorities are organizationally listed below which includes all services provided by the umbrella of NCIA program. They are numbered in order of importance:

1. Maintain the health, safety and nutritional needs of the individuals supported
2. Maintain a healthy and safe living environment for the individuals supported
3. Maintain services to everyone following their unique choices and needs
4. Provide staffing to support each person as closely as possible to their proscribed goals
5. Ensuring that individuals supported by our programs can complete their personal goals with as little disruption as possible while maintaining everyone's health and safety
6. Ensure staff have the resources and training necessary to safely support individuals
7. Assist hourly staff in getting as many hours as possible supporting individuals and diminishing any financial impact as much as possible

NCIA will continue to adapt our procedures in response to guidance from the White House, Office of the Governor and State (where program is located) and the Center for Disease Control (CDC) as often as is necessary to reflect current guidance and keep everyone safe.

The needs, rights and safety of the individuals supported, and our staff are always the highest priority. NCIA will communicate official, reliable information and recommendations as quickly as possible to all stakeholders (especially employees).

Every single employee is responsible for proper hand hygiene (hand washing or sanitizer) for themselves and those supported. We all play a part in reporting any immediate sickness on behalf of ourselves AND the individuals supported.

Please constantly reinforce healthy measures like covering our coughs and sneezes into our elbows, continuous sanitizing of surfaces and asking for guidance and support from your supervisor if you have any questions.

If you have any COVID-19 questions, do not hesitate to contact Human Resources, the VTC leadership or the **Director of Quality & Compliance (443) 894-0907** for assistance. We are all in this together and there are a lot of people "behind the scenes" supporting you. Do not hesitate to reach out if you have any questions or concerns.

Please continue to be safe, stay healthy, follow the emergency protocols and remain calm. Together, we will protect ourselves and those we support through this difficult time.



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**NCIA BUILDING- ENTRY/REENTRY PROTOCOL**

Anyone entering an NCIA owned or managed site should follow the steps below. This procedure is necessary to keep the individual, staff and home healthy.

Anyone entering a home required to follow the entry procedure is defined as:

- NCIA staff returning from being “off” (even if only visiting another NCIA facility)
- NCIA supervisory, Maintenance or another employee with an NCIA badge
- Any individual supported (who receives services at that location) that left to go into the community other than just “site outside” the actual building. If they visited any other site and reenter- they should do a new screening form
- Anyone entering the building for purposes of transporting someone receiving services or an NCIA staff/contractor.
- Any member of the local or state government (after producing their ID
- Anyone making any deliveries into the building into an area accessible to NICA staff and those receiving services
- Any outside vendor (e.g., electrician, plumber, etc.) who has been brought in to provide a service to the organization

Those NOT required to follow the procedure upon entry to the home include:

- Emergency medical personnel, firefighters or uniformed police officers

The following people CANNOT enter an NCIA home during this time:

- Any visitor who is there to see the staff or contractor for personal reasons
- Any visitor for someone receiving services for purely personal reasons
- Any NCIA staff member who is not assigned to work in the home on that shift by the appropriate supervisor of that site
- Restaurant delivery drivers (e.g, Uber Eats, DoorDash, Grubhub, etc.)

Near the external entry door(s) of every location you should have posted information about Coronavirus (COVID-19). This should include potential symptoms to recognize, reminders about proper hand hygiene, and examples of social distancing.

NCIA is using official information from the Centers for Disease Control (CDC) and State of North Carolina to guide all the policy development and future updates.



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**HYGIENE PROTOCOL UPON ENTERING A LOCATION**

1. If you have been exposed to anyone with symptoms, have potential flu-like symptoms yourself or live in a home with someone who has symptoms please **DO NOT ENTER** the home. You are likely a carrier and could put people at risk who have compromised immune systems.
2. NCIA recommends that you leave any unnecessary objects in your vehicle (if an option) or in a secure location during your time at the facility.
3. Place any bags or coats into a designated location (bag or individual locker) immediately upon entering the location. Items should remain in that bag until the person leaves- do not place coats worn externally on chairs while in the facility. This bag can be labeled with the staff person's name and reused each trip to the location.
4. Immediately proceed to use hand sanitizer or proceed to the designated sink to wash your hands thoroughly using soap and warm water. **DO NOT** touch anything in the location prior to handwashing or using hand sanitizer.
5. Make sure to wear a cloth or surgical-style face mask at all times when in the location. The only time you should remove this mask is during eating or drinking. It may be necessary to wear a different type of mask during certain activities, but it is vital to put back on the prior mask once you have completed that specialized activity.
6. Once you have completed the other steps, you may interact with those at the location. It is important to maintain and model distancing of 6 feet from each other whenever possible.
7. Everyone at the location should wash their hands thoroughly and often, practice safe cough/sneeze hygiene and maintain appropriate social distancing throughout the day.



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**MANDATORY SIGNAGE**

“Know Your Ws”	(1 copy) per door	This sign should be posted at every single exterior entrance to the location. It should either be posted externally on the door laminated or immediately inside the entrance door at eye level.
“Staying Apart”	(1 copy)	This sign should be posted in a common area
“Emergency Occupancy”	(1 copy)	This sign should be posted in a common area noting a maximum # of people equal to 50% of the fire marshal zoned capacity at that location
“Stop the Spread of Germs”	(1 copy)	This sign should be posted in a common area
“Making Your Plan”	(1 copy)	Page 2 only should be posted in a common area
“COVID-19 Symptoms”	(1 copy)	This sign should be posted in a common area
Final page of this EOP	(1 copy)	This page should be posted in a common area

**SCREENING PROTOCOL**

Based on the extraordinary scope of the Coronavirus (COVID-19) outbreak, NCIA has instituted the following screening questions for entrance into any of our workplaces. To maintain the health and safety of the individuals we support, our employees and the general public we feel these steps are necessary until further notice.

Anyone that answers YES to any of the screening questions OR has a fever higher than 100° F OR that refuses to answer all the screening questions should not be allowed into the location.

Every form should note the location, date completed and signature at the bottom.

A sample of this form will be provided to HTH-VTC leadership for use with each person.

Please see next page for a sample of the questions to be answered by each person.



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**You must ask the questions below of every person entering an NCIA location.**

Location: \_\_\_\_\_

Date: \_\_\_\_\_

- |   |            |           |
|---|------------|-----------|
| <b>1. Have you had any of the following symptoms in the last 7 days:<br/>fever, chills, cough, shortness of breath or flu-like symptoms?</b>  | <b>Yes</b> | <b>No</b> |
| <b>2. Have you been taking medications to control a fever?</b>  | <b>Yes</b> | <b>No</b> |
| <b>3. In the past week, do you know if you have been in close contact<br/>(less than 6 feet), prolonged contact (more than 2-3 minutes) with<br/>someone with fever, cough, shortness of breath or flu-like symptoms?</b> | <b>Yes</b> | <b>No</b> |
| <b>4. Have you been in close contact (less than 6 feet) with anyone who<br/>has been diagnosed or quarantined for COVID-19 (coronavirus)?</b>   | <b>Yes</b> | <b>No</b> |
| <b>5. Have you travelled anywhere outside the US in the last two weeks?</b>   | <b>Yes</b> | <b>No</b> |
| <b>6. Is anyone in your home sick with any of the symptoms above?</b>   | <b>Yes</b> | <b>No</b> |
| <b>7. Have you lost your sense of taste or smell, which is a possible<br/>symptom of COVID-19?</b>  | <b>Yes</b> | <b>No</b> |

Name of person seeking access: \_\_\_\_\_(Printed)

Access Determination:      Approved: \_\_\_\_\_      Denied: \_\_\_\_\_

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Name of staff completing the form: \_\_\_\_\_(Printed)

Date: \_\_\_\_\_      Time: \_\_\_\_\_      Location: \_\_\_\_\_



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**CLEANING PROTOCOLS**

The ability of COVID-19 to be transmitted from contaminated surfaces and objects to people is not fully understood at this time. In order to protect the health and safety of individuals supported and staff, NCIA will assume all common surfaces as potentially carrying the virus.

This protocol has been established to reduce the possibility of the virus being transmitted within a NICA-managed location. This protocol DOES NOT replace hand washing, mask wearing, social distancing and proper health screening.

Clean frequently touched surfaces and objects (e.g., light switches, doorknobs, etc.) a minimum of three times daily (9am-1pm- before closing) using designated sanitizing solution provided.

1. First, clean any dirt off the surface. Then wipe the surface with disinfectant. Leave the surface you are cleaning wet with disinfectant for as many minutes as the product instructions require. This step is key, and people often miss this important step. It is not enough to just wipe a surface with a rag dampened with disinfectant.
2. Clean high-touch areas such as door handles, phones, remote controls, light switches and bathroom fixtures. Clean horizontal surfaces such as countertops, kitchen tables, desktops and other places where cough droplets could land frequently. The most important factors to disinfecting are cleaning frequently, thoroughly, and using the cleaning product correctly.
3. Follow standard procedures for cleaning and disinfecting with an Environmental Protection Agency (EPA) registered disinfectant with a claim for human coronaviruses.

*Always follow the disinfectant manufacturer's instructions for use, including:*

- Use the proper concentrations of disinfectant (provided by NCIA)
- Allow required wet contact time
- Use disinfectants in a sufficiently ventilated space
- Follow the material safety data sheets (MSDS) for each disinfectant chemical



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**REMOTE EMPLOYMENT (“TELEWORKING”) PROTOCOL**

EMPLOYEE RESPONSIBILITIES TO NCIA:

- To receive prior approval from your Supervisor and/or Executive Leadership in order to complete any work from home.
- To communicate with your direct Supervisor on the hours you will be working/available, remote working location and any time that you will be unavailable during those typical hours.
- To maintain work productivity each day that is aligned with your skills and experience (whether in your core job description or assigned).
- To be available to take on any temporary tasks of which you have the ability, knowledge and tools to complete remotely.
- To inform the agency immediately if you are unable to complete any job duties due to technology restrictions or other similar challenges.
- To notify the agency immediately if you become ill, injured or in any way are unable to complete your work assignments.
- To receive permission in advance for any requests regarding vacation or the desire/need to be out-of-state teleworking. If that request is denied, you are expected to remain working in your typical teleworking environment.
- To participate in all email, telephone, conference call, video conferencing or in-person meeting as directed by your supervisor. If an in-person meeting is requested, it should be approved by Executive Leadership who will determine if health & safety will not be compromised.
- To answer to all communications from the organization within a practicable time. The basic expectation is that calls are answered immediately or return within an hour. Emails should be answered as soon as possible or the same day at the latest.



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**REMOTE EMPLOYMENT (“TELEWORKING”) PROTOCOL**

**NCIA RESPONSIBILITIES TO EMPLOYEES:**

- To provide clear, ongoing guidance to employees on the expectations of the work they will be completing each day.
- To maintain regular contact with a supervised employee in regard to their work progress, challenges and overall well-being.
- To provide the means for employees to successfully “remote connect” to complete their job as well as technology for conference calls and video calls. The goal is to reduce isolation to remote employees in several different way and methods.
- To provide at least weekly direct contact (phone or video call) between a supervisor and their direct report teleworking employees to reduce any feeling of isolation or separation from the agency.
- To communicate clearly and quickly any changes to a particular employee or a group of employees on any necessary changes to schedule/job duties
- To provide ongoing, dynamic supervision strategies for each teleworking employee based on their work styles, personalities and specific needs.
- To communicate clear expectations about availability, organizational needs and ongoing feedback to the employee.





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**COVID-19 TIPS & FACTS**

**BASED ON GUIDANCE FROM THE CENTERS FOR DISEASE CONTROL (CDC)**

Coronavirus spreads primarily through “droplets” from someone’s cough or sneeze. It could potentially live on surfaces (such as plastic or metal) and be transferred that way.

**What can we do?**

- Maintain at least 6 feet distance from others at all times
- Wash your hands regularly with warm water and soap for at least 20 seconds
- Cover your coughs and sneezes with your elbow
- Avoid touching your eyes and faces at all times
- Wear designated Personal Protective Equipment as directed
- Clean surfaces continuously (especially if they are frequently used)
- Screen people using a checklist for possible symptoms (like fever, cough)

**When should I be concerned about being infected from someone?**

- If you have been in close contact (6 feet or less) for a period of time (at least 3 minutes) with someone who is showing symptoms of the flu
- If you are in close contact with someone who has tested positive or treated for Coronavirus/COVID-19
- When touching surfaces that are possibly infected without using hand sanitizer or washing hands with soap and warm water afterwards.

**When I do need to seek medical care?**

- If you develop flu-like symptoms (fever, cough, shortness of breath, chest of pain) you should contact a medical professional for guidance.
- If you have been exposed directly to someone who has tested positive for COVID-19, contact a medical professional for guidance.

**IMPORTANT FACT:**

***No person can simply request a Coronavirus/COVID-19 test. A doctor must make the decision to order this test based on their own judgement.***



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Any questions regarding Emergency Operations, safety procedures and NCIA's ongoing response to the COVID-19 pandemic should be directed to the following:

**Sophia G. Lawson**

Director of Quality & Compliance

Chief COVID-19 Officer

[sophia.lawson@ncianet.org](mailto:sophia.lawson@ncianet.org)

(443) 894-0907

Also, please monitor our website for ongoing and extensive information.

<http://www.ncianet.org/ncia-health-updates/>