



**Hope Community Resources  
 COVID-19 Mitigation Plan  
 Updated 11/18/2020**

Hope's COVID-19 Policy includes guidance and mandates from the Federal Center for Disease Control, the State of Alaska Department of Health and Social Services mandates, the State of Alaska Public Health Department, Senior and Disabilities Services, the Department of Licensing, and the Municipality of Anchorage Emergency Orders.

Mitigation Protocols			
Consideration/Topics	Assisted Living Homes	Community & Natural Home Settings	Office
Risk Level Across Operations	Highest level of vigilance due to community spread - Alaska is "Red"		
Communications	Employees are required to monitor their e-mail for important policies updates from Senior Leadership.		
Hope Healthline	The Hope Healthline is maintained to answer questions and assist staff with COVID-19 related inquiries. The Hope Healthline maintains responsibility for clearing employees and support recipients for return to work or service after quarantine/isolation periods. The Healthline also reviews individual COVID-19 mitigation plans for support recipients that fall outside of these policy parameters.		
Training	Training has been enhanced to teach COVID-19 mitigation policies as part of new hire orientation, as well as a CBT is available and required for all existing employees to complete, both DSP and office staff.		
Diligence when "off the clock"	As residents of the great State of Alaska, all Hope employees should follow local and state recommendations and mandates. Employees should consider that anyone they come into contact with in their off-time could be exposing them to COVID-19. All of us as employees have a social responsibility to recognize that the simple actions and decisions we make each day while off-work can greatly impact the health of ourselves, our co-workers, and the individuals we support. Employees are strongly encouraged to obtain their flu shots this year.		
Health Screening - Staff	100% daily screening for scheduled work days of all staff members, including live-in staff. The health screening form must be completed before starting the first shift of the day. If a staff member answers YES to any questions, they should not report to work and should contact their supervisor immediately, who will notify the Hope Healthline.	100% daily screening for scheduled work days of all staff members. The health screening form must be completed before starting the first shift of the day. If a staff member answers YES to any questions, they should not report to work and should contact their supervisor immediately, who will notify the Hope Healthline.	100% daily screening for scheduled work days of all staff members who report to a Hope building or facility for their work day. The health screening form must be completed before reporting to the office for the day. If a staff member answers YES to any questions, they should not report to work in the office and should contact their supervisor immediately, who will notify the Hope Healthline. Telecommuting employees exempt from daily screening but are required to complete screening for any day they report to a worksite other than home.
Health Screening - Residents	100% daily screening of all residents in the home. Screening answers should be logged for each resident daily and completed by staff on "COVID-19 Health Screening Form - Resident", available on SharePoint. Any new symptoms or changes for residents should be reported to a resident's physician and the Hope Healthline. Forms should be submitted with Monthly Home Packets.	N/A	N/A

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Health Screening - Visitors	Visitors are not permitted in ALH environments, unless an exception is granted by executive leadership. Should an exception be granted, a paper health screening form must be completed.	N/A	Visitation should be kept to a minimum when at all possible. 100% of all visitors must complete a paper screening form upon entry to the building and must be cleared by the front desk staff to continue with their visit.
Health Screening - Family members residing in ALH	Daily health screening forms must be completed using the online tool. For family members daily screening, use the primary live-in staff employee ID followed by F1, F2. For example, 1234F1, 1234F2. 1234F3 if there are 3 family members for employee 1234.	N/A	N/A
Temperature Screening	As a part of the daily health screening, all who enter a Hope facility (ALH, office building etc) must have their temperature scanned before entering.		
Chronic Conditions	Staff or support recipients who answer "YES" to any screening questions <u>and state that the cause is a chronic or seasonal diagnosis</u> <b>need a note from their medical provider.</b> The note needs to confirm the accuracy of the chronic or seasonal symptoms and that the person's symptoms are not related to COVID. Staff notes should be submitted to HR for maintenance in the employee file. Dr. Browner is Hope's Medical Director and is not able to provide this for staff or support recipients because he is not their medical provider.		
Social Distancing	Maintain social distance of at least 6 feet at all times when possible, except when providing personal care.	Maintain social distance of at least 6 feet at all times when possible, except when providing personal care.	Maintain social distance of at least 6 feet at all times.
Masks - Staff	Masks must be worn at all times by all staff when working, except when on a meal break or other break where social distance can be maintained. Exceptions may apply for live-in staff on duty when no other staff are on the clock and where their off-duty activities do not bring additional risk into the home.	Masks must be worn at all times by all staff when working, except when on a meal break or other break where social distance can be maintained.	
Masks - Support Recipients	Support recipients should wear masks or face coverings as tolerated in the home.	Support recipients should wear masks or face coverings as tolerated while in their home. Masks are required to be worn while out in the community. If outside, must wear a mask where 6 feet of distance cannot be maintained.	N/A
Cleaning	Maintain high-contact surface cleaning with bleach solution several times each day.	Support individuals with maintaining high-contact surface cleaning with bleach solution several times each day.	Sanitize your work contact surfaces at least 3 times per day.
Handwashing	Wash your hands regularly, including before eating, after using the restroom, and before and after using gloves. Use hand sanitizer when water is unavailable. Practice universal precautions. Teach & coach support recipients (where applicable) to do the same.		

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Access & Use of PPE & Cleaning Supplies	Additional PPE supplies can be acquired by contacting the Accounting department. The HAC or Lead DSP are responsible to ensure adequate PPE is available for staff use in the home.	Employees must assure they have personal protective equipment such as gloves, face mask, or face shields and outer protective clothing as required. Additional PPE supplies can be acquired by contacting their supervisor.	Employees must assure they have personal protective equipment such as a face mask when reporting to work. Additional PPE and cleaning supplies can be acquired by contacting the accounting department.
Out of State Travel	<p>Any STAFF MEMBER who is planning to travel outside of the State of Alaska, must have their leave request pre-approved by Sharayah Talarovich, Director of Human Resources, and Michele Girault, CEO, or Michael Bailey, COO.</p> <ul style="list-style-type: none"> <li>A Personal Leave Form (PLF) must be used for all future requests involving out of state travel are to be routed to Human Resources for leave availability approval, then to Michele or Michael. The leave request must include all travel destinations outside of Alaska, including airport layovers. You are not permitted to take leave until expressly permitted by Michele or Michael. <ul style="list-style-type: none"> <li>Hope cannot guarantee that leave will be approved or that Hope can provide alternate quarantine accommodation for employees.</li> </ul> </li> <li>Employees traveling should consider the total leave time needed for travel including quarantine upon return. Employees should document on their PLF, which of the two following options they will use as they return to Alaska in order to assure they are ready for work at Hope. <p style="text-align: center;"><b>Option 1 (Default).</b> Two negative COVID-19 tests.</p> <p>This testing requirement applies regardless of length of travel away from Alaska. An Alaska resident can get tested at the airport upon return to Alaska, then receive a second test after 72 hours of travel at any testing site. If a test was completed within 72 hours before returning to Alaska, Hope will still require a test upon return to Alaska after 72 hours of return that shows negative results before considering the employee ready for work.</p> <p style="text-align: center;"><b>Option 2. Self-quarantine for 14 days. This option is only available for staff with a documented medical reason not to test, due to staffing shortages.</b></p> <p>If this option is selected on the Travel Declaration Form, the employee will need to give an address of where they will quarantine. Quarantine rules include staying in the quarantine location for 14 days, only leaving for medical emergencies or to seek necessary medical care. The employee is not allowed to visit any public spaces, or to allow any visitors except healthcare providers. Hope will not require COVID-19 testing if all quarantine rules as set by the State of Alaska are met.</p> <ul style="list-style-type: none"> <li>To be cleared as “ready for work” an employee who traveled will need to submit the following to their supervisor who will send it to the Hope Health Line: <ul style="list-style-type: none"> <li>Evidence of two negative COVID tests, if this option was selected.</li> <li>A copy of the Daily Screening Form for the date the supervisor is submitting the clearance request.</li> <li>Current phone contact information for the employee</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>The employee will receive a short interview from the Hope Healthline before being cleared to return to work after traveling.</li> </ul> </li> </ul>		
Remote Work	N/A	N/A	Remote working and telecommuting is not required but <u>strongly encouraged</u> when possible for all office staff, excluding front desk personnel or others whose essential duties require them to be in the office part or full time. Employees should talk to their supervisor if they have questions.

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Visitation	<p><u>Non-essential visits inside the Assisted Living Home are NOT permitted</u>, including State of Alaska Licensing inspections and Care Coordination visits. Essential visitors such as medical providers must complete the health screening form, have their temperature scanned, and sign in via the "Visitor &amp; Employee Sign In/Out Sheet" upon entry (available on SharePoint).</p>	N/A	<p>Visitation should be kept to a minimum when at all possible and must be scheduled in advance with a Hope employee for essential business that cannot be conducted remotely only. Visitors must complete the health screening form, have their temperature scanned, and sign in at the front desk upon entry.</p>
Family & Friend Connection	<p>Guardians or family members have access to each home via a tablet and ZOOM capability or traditional phone calls. Zoom meetings allow visual connection. Consider new and unique ways for residents to connect remotely with loved ones as we enter into this winter season in Alaska.</p>	<p>Employees are encouraged to follow health mandates and guidance when "off duty".</p>	<p>Employees are encouraged to follow health mandates and guidance when "off duty".</p>
Transportation	<p>Transportation usually reduces social distancing, so extra care must be taken before transporting recipients in Hope vehicles with staff who are not living with the recipient. The State of Alaska has also authorized many of these services to be delivered remotely or in the person's residence.</p> <p>We encourage recipients to get out and receive fresh air and a change of scenery but before transporting, ask the following questions:</p> <ol style="list-style-type: none"> <li>1. Can the service be provided in the home or neighborhood while maintaining social distance from others?</li> <li>2. Is driving essential to providing the service?</li> <li>3. If so, do you have the necessary PPE including face masks and gloves for yourself and the recipient?</li> <li>4. Do you have supplies to disinfect the vehicle after returning from the outing?</li> <li>5. Does the transportation meet a Day Habilitation goal in the person's Plan of Care?</li> </ol>		N/A
Medical Appointments	<p>First contact the provider to learn what their personal protective procedures are and whether accompanying staff are allowed into the appointment. Ask the provider if not doing the procedure or keeping an appointment would more harmful than the risk of COVID exposure. Ask if the procedure requires a COVID test to be completed beforehand. Make a plan for keeping the appointment and send it into the Hope Health Line at least 72 hours before the appointment for approval or plan adjustment.</p>		N/A
Grocery Shopping	<p>Online grocery shopping is strongly encouraged where possible, and required during periods of home quarantine/isolation. For essential grocery or other supplies unable to be done remotely, schedule one day a week for shopping and plan ahead. Only ONE staff from the home should do the shopping. When a staff member must enter stores they must follow additional precautions to avoid contamination, including social distancing, planning to minimize shopping in stores, and handwashing/decontamination practices. These include wearing personal protective equipment of gloves and face masks, then immediately disposing of used gloves when leaving the store.</p>	<p>Recipients living in Independent apartments who need assistance in maintaining their residence, and to enter stores to purchase groceries and supplies must follow additional precautions to avoid contamination. The recipient will be coached in social distancing, planning to minimize shopping in stores, and handwashing/decontamination practices. These include wearing personal protective equipment of gloves and face masks, then immediately disposing of used gloves when leaving the store.</p>	N/A

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Personal Care Services (Salons etc)	Lack of access to personal care services like hairdressing salons, and other services that normalize life, like a phone replacement may be increasingly challenging for our recipients. If there is a pressing need to access these services, make a plan and contact the Hope Health Line for approval.	Lack of access to personal care services like hairdressing salons, and other services that normalize life, like a phone replacement may be increasingly challenging for our recipients. If there is a pressing need to access these services, make a plan and contact the Hope Health Line for approval.	N/A
Outdoor Activities	Activities for recipients to get outside are encouraged for <u>getting fresh air and exercise with face coverings and where social distancing of at least six feet from other people in public can be maintained!</u> Consider well maintained winter trails and other outdoor winter activities as we enter this dark season. Planning must occur so proper outdoor gear for the elements can be worn by staff and recipients.		N/A
Community Trips & Activities	<p>Hope is utilizing an existing structure of support team meetings to assess and implement risk/benefit discussions. Accessing meaningful life opportunities remains of critical importance, and this approach maintains Hope’s approach of “the language of Yes” and avoids a “one size fits all” restriction level. the support team planning process with some additional discussion tools should be used to develop an individualized approach and also addresses risks to other residents. These include:</p> <ul style="list-style-type: none"> <li>• The AADD COVID-19 emergence for SDS matrix to understand a variety of factors in considering safety/restriction levels</li> <li>• The AADD Reopening Risk Benefit Discussion Guide May 2020 to assess what risk level and additional safeguards might be needed based on situational, age, health and residential factors</li> <li>• The AADD Risk Level descriptions for Community Settings and possible additional safeguards to consider for lowering risk</li> <li>• The Support Planning Team Notes document to record the discussion regarding the individual, and including the Care Coordinator for potential Appendix K amendment need <ul style="list-style-type: none"> <li>• A Home Alliance Team record (as applicable) to assure that other residents and guardians are in alignment</li> </ul> </li> </ul> <p>All plans must be submitted in writing to the Network Director, who will review and submit to the Hope Healthline for review and consideration for approval.</p>		N/A
Natural Home Settings	N/A	<p>In Natural Home settings, out-of-home activities and supports are encouraged to avoid entry into the home. For situations that require entry into the home, a person centered plan utilizing the risk/benefit discussion guide needs to be completed and submitted to the Hope Health Line for approval.</p> <p>For the protection of staff, Hope supervisory representatives will also make weekly check-ins with these environments to evaluate risk levels based on occupants adhering to the State of Alaska guidance and mandates regarding social distancing, wearing face coverings, and travel activity.</p>	N/A

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Group Activities (Services)	<p>For those receiving services in grouped settings (Discovery Center, other): In addition to the general protocols, a hybrid model of distance learning and outdoor activities will be utilized. Additional personal protective equipment protocols apply to participants unable to appropriately wear a face covering throughout, and additional distancing will occur during physical activity periods. Some planned mask breaks will be managed closely also to ensure safe distancing.</p> <p>Staff will be assigned to no more than three recipients at a time and will work consistently with the same group at their activity station. Each activity station will have a maximum of 10 people.</p>		
Holiday Activities	<ul style="list-style-type: none"> <li>-No physical visits permitted into the home or residents going to family homes.</li> <li>-Have a small dinner with only residents and staff who live/work in the residence.</li> <li>-Other ideas include:               <ul style="list-style-type: none"> <li>-Prepare traditional family recipes for family and neighbors, especially those at higher risk of severe illness from COVID-19, and delivering them in a way that doesn't involve contact with others.</li> <li>-Have a virtual dinner and sharing recipes with friends and family.</li> <li>- Shop online rather than in person on the day after Thanksgiving or the next Monday.</li> </ul> </li> <li>-Watch sports events, parades, and movies from home.</li> </ul>	<ul style="list-style-type: none"> <li>-Have a small dinner with only support recipients and staff who live/work in the residence.</li> <li>-Other ideas include:               <ul style="list-style-type: none"> <li>-Prepare traditional family recipes for family and neighbors, especially those at higher risk of severe illness from COVID-19, and delivering them in a way that doesn't involve contact with others.</li> <li>-Have a virtual dinner and sharing recipes with friends and family.</li> <li>- Shop online rather than in person on the day after Thanksgiving or the next Monday.</li> </ul> </li> <li>-Watch sports events, parades, and movies from home.</li> </ul>	No in-person holiday gatherings of staff in the office permitted.
Gatherings/Meetings	No gatherings/group activities outside of staff and household members should occur at this time given widespread community transmission.		No gatherings should occur in the office due to widespread community transmission. Meetings should be conducted via Zoom or other electronic means.
COVID-19 Testing - Staff and Support Recipients	<p>When requesting a COVID-19 test, a nasal swab (in the nose) is most accurate and should be the option chosen. If the person being tested cannot tolerate a nasal swab, then a throat swab (in the back of the mouth) can be chosen.</p> <p>If using the drive through testing sites in Anchorage, preregister online <a href="https://covid-response-moa-muniorg.hub.arcgis.com/pages/testing">https://covid-response-moa-muniorg.hub.arcgis.com/pages/testing</a> and also check junk email for responses. Test results can be seen by going back onto the pre-registration site</p> <p>Results from testing must be sent to <a href="mailto:hopehealthline@hopealaska.org">hopehealthline@hopealaska.org</a>.</p> <p>If the test results are received by Hope directly, Hope Healthline representatives will review and clear the person, or communicate directly with an employee and their supervisor if a positive result is received in order for contact tracing and other mitigation procedures to occur while maintaining confidentiality. Positive test results will not be emailed from the Hope Healthline to a supervisor.</p>		

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Close Watch	<p>When a staff person has had secondary level exposure (for example, a family member or other provider who has had direct exposure, has been tested and is isolated from the staff person). The staff person has been tested for COVID-19 but may or not be symptomatic. While waiting for test results, the environment will be placed on “close watch” status to monitor possible spread to other residents or staff until the staff test results are received. PPE including masks and gloves must be maintained during this time.</p>	<p>When a staff person or support recipient has had secondary level exposure (for example, a family member or other provider who has had direct exposure, has been tested and is isolated from the staff person). The staff or support recipient has been tested for COVID-19 but may or not be symptomatic. While waiting for test results, the support recipient will be placed on “close watch” status to monitor possible spread until test results are received. PPE including masks and gloves must be maintained during this time.</p>	N/A
Quarantine	<p>When a recipient or staff person (or their close family member living with them but not isolated) has had direct exposure and has been tested for COVID-19. They may or may not be symptomatic. Testing for staff and recipients will occur 72 hours after the direct exposure and while waiting for test results, the environment will be placed in quarantine status to prevent possible spread to other residents or staff.</p> <ul style="list-style-type: none"> <li>• A Critical Incident Report is not required until a positive result is confirmed <ul style="list-style-type: none"> <li>• PPE including masks and gloves must be maintained</li> <li>• Regular sanitization procedures must be maintained</li> <li>• Supplies and groceries are delivered to the doorstep</li> </ul> </li> <li>• COVID-19 testing (through the nose, not throat swab) expected for all staff and recipients</li> <li>• Staffing pattern to maintain work only in environments worked during the 5 days previous to direct exposure where possible <ul style="list-style-type: none"> <li>• No differential pay applicable for staff unless a positive test result is confirmed for a resident in the home, moving it from “quarantine” to “isolation” status.</li> </ul> </li> </ul>	<p>When a recipient or staff person (or their close family member living with them but not isolated) has had direct exposure and has been tested for COVID-19 or showing symptoms of COVID-19. In most cases, Hope will not provide in-person direct care supports while a recipient is in quarantine who is not in an assisted living facility. An employee on quarantine is not permitted to work until cleared by the Hope Healthline.</p>	<p>When a staff person (or their close family member living with them but not isolated) has had direct exposure and has been tested for COVID-19 or showing symptoms of COVID-19, which could also be attributed to the flu or other medical conditions. An employee on quarantine is not permitted to report to the office until cleared by their primary care physician and the Hope Healthline. An employee may work remotely if feeling well enough, their essential job duties can be completed, and it has been permitted by their supervisor.</p>

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COVID-19 Positive - Resident	<p><b>Internal</b> – when a positive test result is received for a recipient in an assisted living home, a group email or text to Michele Girault, Michael Bailey, Jo-Anne Sullivan and Ray Collins must be sent in addition to notifying the Hope HealthLine. The Director or Supervisor must also be informed. The results are to be treated as Personal Health Information (PHI) so must be treated with confidentiality. Updates from Senior Leadership Team members should exclude names of homes and persons unless needed to address specific accommodations for the person.</p> <p><b>External</b> – a Critical Incident Report must be filed in the same day that a positive test result is received. Expect additional phone calls from the Municipality of Anchorage Public Health or the State of Alaska Public Health departments as they complete contact tracing. Additional follow up calls may be received every few days to collect temperature or change in symptoms for the recipient. Requests for more extensive contact tracing or staff schedules should be referred to the Senior Leadership Team. Requests from the media or other entities for data and case information must be directed to Michele Girault, Michael Bailey or Joe Sonnier (Public Relations).</p>		



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Isolation	<p>When a recipient has had direct exposure and has received a positive COVID-19 test result but may or may not be symptomatic. The home will be placed in isolation for 14 days or until a second negative test result, or the recipient may be relocated with staff to a designated environment. When a home is in isolation, the following must occur:</p> <ul style="list-style-type: none"> <li>• A CIR must be filed for the resident(s) who is positive</li> <li>• PPE including masks, gloves, face shield and gowns are to be worn at all times</li> <li>• Rigorous and regular sanitization procedures must be maintained</li> <li>• Supplies and groceries are delivered to the doorstep</li> <li>• COVID-19 testing (through the nose, not throat swab) expected for all staff and recipients</li> <li>• Staffing pattern to maintain previously exposed, asymptomatic staff whenever possible</li> <li>• Staff will be eligible for differential pay from the date positive test results are received for a resident who remains in the assisted living home for care until clearance of transmission risk by the Hope HealthLine (usually the earlier of 14 days or second negative test). Staff will be contacted directly by a Human Resources representative.</li> </ul>	<p>When a recipient has had direct exposure and has received a positive COVID-19 test result but may or may not be symptomatic. In most cases, Hope will not provide in-person direct care supports while a recipient is in isolation who is not in an assisted living facility.</p>	<p>When an employee has had direct exposure and has received a positive COVID-19 test result. Employees are not permitted to report to the office until they have finished isolation <u>and</u> have been cleared by the Hope Healthline. An employee may work remotely if feeling well enough, their essential job duties can be completed, and it has been permitted by their supervisor.</p>

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Quarantine/Isolation Locations	<p>Hope has designated and equipped separate home environments which may be used to isolate any recipients who contract COVID-19 and receive positive test results. These environments may also be used by staff who provide care to someone with COVID-19 and need a place to stay while exposed.</p> <p>Decisions on whether to move a recipient with staff from their original environment will be based on the number of individuals (staff and recipients) affected by a positive test result. For example, a household with a live-in staff person and two individuals, and all test positive will stay in place and that home will be the designated isolation/quarantine. A home with one or two individuals testing positive are more likely to move to a home set up as an isolation environment, depending on other risk factors. The goal is to move these individuals within 12-24 hours of test results being known.</p> <p>Licensed – recipient isolation locations include Sandy Place, Hiddenview, Arlene, Resolution Bay (Wasilla)</p> <p>Unlicensed – employee isolation locations include Gardner apt, Jeffrey’s Hope apt</p>	N/A	N/A
Clearance to Return to Work	<p>An employee with any symptoms of COVID-19, which could be the flu or other medical conditions, will need to remain at home for a minimum of 72 hours until cleared by their primary care physician or symptoms have disappeared. For isolation due to a positive COVID-19 diagnosis, an employee will need to isolate at home for a minimum of 14 days or until a second negative test result is received. In either instance above, clearance must be obtained from the Hope Healthline before return to work is permitted.</p> <p>Any employee returning from quarantine or isolation must have an interview with Hope’s Medical Director, Dr. Browner and have evidence of a second negative COVID-19 test within 10-14 days if they were quarantined for a positive test. COVID-19 test results must be from the nose or throat swab, not a blood test.</p> <p>Receiving a phone call or letter from a Public Health nurse stating someone has completed a home-isolation period does not clear them for return to work at Hope. Due to working with individuals at higher risk of COVID-19 infection, Hope is applying a higher standard for clearance to return to work.</p>		
Management of COVID Tests	<p>COVID-19 test results received will remain confidential and Hope will adhere to standards of protecting this Personal Health Information (PHI) under HIPAA and employee confidentiality rules. Test results will be maintained in the appropriate file, including the support recipient's file and the employee's medical file, separate from the personnel file.</p>		
Contact Tracing	<p>When a COVID-19 exposure incident occurs in the workplace, the Hope Healthline will provide oversight of the contact tracing process, which will be conducted with the support of supervisors and management. A contact tracing template is available for use on the main Hope website and on the shared drive under "COVID-19 Information Resources". If an employee was potentially exposed, they will be notified by the Healthline, supervisor, or HR of the exposure, while maintaining the confidentiality of the infected person where possible.</p>		