

SARS-CoV-2 Preparedness & Response Plan

General

The following SARS-CoV-2 Preparedness & Response Plan has been established for **Ann Arbor Animal Hospital Emergency Services** in accordance with the requirements in the most recent Executive Order (EO) concerning employee safety and health, and all requirements therein signed by Governor Gretchen Whitmer, and also in accordance with Guidance on Preparing Workplaces for COVID-19 as referenced by EO.

This program must be available at the company or at the worksite. The purpose of this program is to minimize or eliminate employee exposure to SARS-CoV-2. A copy of this program shall be provided to employees upon their request.

Exposure Determination

Ann Arbor Animal Hospital Emergency Services will evaluate routine and reasonably anticipated tasks and procedures for all employees to determine whether there is actual or reasonably anticipated employee exposure to SARS-CoV-2. **Management** will be responsible for seeing that exposure determination is performed.

An employer shall categorize all its employees' jobs into the following risk categories:

Lower exposure risk jobs. These jobs are those that do not require contact with people known to be, or suspected of being, infected with SARS-CoV-2 nor frequent close contact (for example, within six feet) with the general public. Workers in this category have minimal occupational contact with the public and other coworkers.

Medium exposure risk jobs. These jobs include those that require frequent and/or close contact (for example, within six feet) with people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from locations with widespread SARS-CoV-2 transmission. In areas where there is ongoing community transmission, workers in this category may have contact with the general public and coworkers (for example, schools, high-population-density work environments, high-volume retail settings).

Ann Arbor Animal Hospital Emergency Services has determined that the following positions/jobs/tasks have been determined to have the following exposure determination(s).

Positions/job/task	Determination	Qualifying Factors (i.e. no public contact, public contact, job task description)
DVM	Medium risk	Frequent close contact with people who may have (but are not suspected/known to have) COVID-19. Contact with clients and coworkers.
LVT	Medium risk	Frequent close contact with people who may have (but are not suspected/known to have) COVID-19. Contact with clients and coworkers.
VA	Medium risk	Frequent close contact with people who may have (but are not suspected/known to have) COVID-19. Contact with clients and coworkers.
CCS	Medium risk	Frequent close contact with people who may have (but are not suspected/known to have) COVID-19. Contact with clients and coworkers.
Custodian	Low risk	Usually able to maintain 6' distance from coworkers. No close public contact.
Management	Low risk	Usually able to maintain 6' distance from coworkers. No close public contact. Mostly performing administrative duties in non-public areas, away from other staff.

Engineering controls

Ann Arbor Animal Hospital Emergency Services has implemented feasible engineering controls to prevent employee exposure to SARS-CoV-2. Engineering controls involve isolating employees from work-related hazards. In workplaces where they are appropriate, these types of controls reduce exposure to hazards without relying on worker behavior and can be the most cost-effective solution to implement.

Management and DVMs will be responsible for seeing that the correct engineering controls are chosen, installed and maintained and serviced for effectiveness as often as required.

The following engineering controls have been implemented.

Positions/job/task	Engineering Control
DVM	Telemedicine option has been made available to clients. High-traffic (internal) doors propped open to reduce transmission via door handles.
LVT	Telemedicine option has been made available to clients. Drive through window (mostly blocked with plexiglass) used to restrict face-to-face contact with clients. High-traffic (internal) doors propped open to reduce transmission via door handles.
VA	Telemedicine option has been made available to clients. Drive through window (mostly blocked with plexiglass) used to restrict face-to-face contact with clients. High-traffic (internal) doors propped open to reduce transmission via door handles.
CCS	Drive through window (mostly blocked with plexiglass) used to restrict face-to-face contact with clients. High-traffic (internal) doors propped open to reduce transmission via door handles.
Custodian	High-traffic (internal) doors propped open to reduce transmission via door handles.
Management	High-traffic (internal) doors propped open to reduce transmission via door handles.

Administrative Controls

Administrative controls are workplace policies, procedures, and practices that minimize or eliminate employee exposure to the hazard. Management and DVMS will be responsible for seeing that the correct administrative controls are chosen, implemented and maintained effectiveness in order to minimize or eliminate employee exposure to SARS-CoV-2.

The following administrative controls have been established for Ann Arbor Animal Hospital Emergency Services.

Positions/job/task	Administrative Control Type (workplace distancing, remote work, notifying customers)
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DVM	<p>Required to practice social distancing to maximum extent possible. Access of public to worksite is limited. Clients must remain in cars while patient is seen inside (very limited exceptions possible at DVM discretion). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. Exterior doors must remain locked and may not be propped open. Discharge instructions are provided to client over phone whenever feasible. Where feasible, SOAPs, estimates, records, etc. are emailed to/from clients rather than using paper copies. Sick employees instructed to stay home. Employees required to practice social distancing (6'+) where feasible to do so. Bi-monthly meetings and frequent email outreach regarding COVID-19 safety training, hygiene training, and procedural updates. Provision of training materials regarding proper use of PPE. Employees required to wash hands frequently and use hand sanitizer when washing is infeasible. Must clean/disinfect work areas frequently throughout shift. Employees have been instructed to keep an extra set of scrubs in car, in case of COVID-19 suspected contact. Employees prohibited from bringing in food to share. Open food containers prohibited on main floor of building. No former employees or clients permitted in the building. Employee must take own temperature prior to coming to work and remain home if running a fever (employer has offered free thermometers to those who need them). In order to be permitted to work on site, employee must attest to lack of COVID-19 symptoms (i.e., fever, cough, shortness of breath, sore throat, diarrhea) as well as attesting to no recent (i.e., within 14 days) close contact with anyone who is COVID-positive and no recent (i.e., within 14 days) airplane travel. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms or if they have had recent airplane travel or close contact with a COVID-positive individual. Where one or more of these conditions exists, the employee is required to self-quarantine for the CDC-recommended periods (i.e., where symptoms present, must self-quarantine for a minimum of 10 days since onset of symptoms and 3 days without fever, whichever is longer; where travel or COVID-19 exposure is the concern, must self-quarantine for 14 days). Employees may have water bottle, but only if it is a style that does not require hands to touch any surface mouth touches. Handwashing reminders posted in restrooms. Educational and</p>
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LVT	<p>Required to practice social distancing to maximum extent possible. Access of public to worksite is limited. Clients must remain in cars while patient is seen inside (very limited exceptions possible at DVM discretion). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. Exterior doors must remain locked and may not be propped open. Employee may take pet food out to client car, but client must have their trunk/hatch-back already opened for employee to place food inside and if client wants the food placed inside the occupancy (seating) area, employee must leave food next to car for client instead. Pet is retrieved from client's car for care (canines are required to be on leash and outside the car. The employee places two slip leads on the canine, disconnects client's leash/harness, and leaves client-owned items in the car. Felines must be brought in using a pillow case or a pet carrier). Employee must disinfect hands before and after retrieving pet. Discharge instructions are provided to client over phone whenever feasible. Where feasible, SOAPs, estimates, records, etc. are emailed to/from clients rather than using paper copies. Sick employees instructed to stay home. Employees required to practice social distancing (6'+) where feasible to do so. Bi-monthly meetings and frequent email outreach regarding COVID-19 safety training, hygiene training, and procedural updates. Provision of training materials regarding proper use of PPE. Employees required to wash hands frequently and use hand sanitizer when washing is infeasible. Must clean/disinfect work areas frequently throughout shift. Employees have been instructed to keep an extra set of scrubs in car, in case of COVID-19 suspected contact. Employees prohibited from bringing in food to share. Open food containers prohibited on main floor of building. No former employees or clients permitted in the building. Employee must take own temperature prior to coming to work and remain home if running a fever (employer has offered free thermometers to those who need them). In order to be permitted to work on site, employee must attest to lack of COVID-19 symptoms (i.e., fever, cough, shortness of breath, sore throat, diarrhea) as well as attesting to no recent (i.e., within 14 days) close contact with anyone who is COVID-positive and no recent (i.e., within 14 days) airplane travel. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms or if they have had</p>
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VA

Required to practice social distancing to maximum extent possible. Access of public to worksite is limited. Clients must remain in cars while patient is seen inside (very limited exceptions possible at DVM discretion). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. Exterior doors must remain locked and may not be propped open. Employee may take pet food out to client car, but client must have their trunk/hatch-back already opened for employee to place food inside and if client wants the food placed inside the occupancy (seating) area, employee must leave food next to car for client instead. Pet is retrieved from client's car for care (canines are required to be on leash and outside the car. The employee places two slip leads on the canine, disconnects client's leash/harness, and leaves client-owned items in the car. Felines must be brought in using a pillow case or a pet carrier). Employee must disinfect hands before and after retrieving pet. Where feasible, SOAPs, estimates, records, etc. are emailed to/from clients rather than using paper copies. Sick employees instructed to stay home. Employees required to practice social distancing (6'+) where feasible to do so. Bi-monthly meetings and frequent email outreach regarding COVID-19 safety training, hygiene training, and procedural updates. Provision of training materials regarding proper use of PPE. Employees required to wash hands frequently and use hand sanitizer when washing is infeasible. Must clean/disinfect work areas frequently throughout shift. Employees have been instructed to keep an extra set of scrubs in car, in case of COVID-19 suspected contact. Employees prohibited from bringing in food to share. Open food containers prohibited on main floor of building. No former employees or clients permitted in the building. Employee must take own temperature prior to coming to work and remain home if running a fever (employer has offered free thermometers to those who need them). In order to be permitted to work on site, employee must attest to lack of COVID-19 symptoms (i.e., fever, cough, shortness of breath, sore throat, diarrhea) as well as attesting to no recent (i.e., within 14 days) close contact with anyone who is COVID-positive and no recent (i.e., within 14 days) airplane travel. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms or if they have had recent airplane travel or close contact with a COVID-positive individual.

CCS	<p>Required to practice social distancing to maximum extent possible. Access of public to worksite is limited. Clients must remain in cars while patient is seen inside (very limited exceptions possible at DVM discretion). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. Exterior doors must remain locked and may not be propped open. Employee may take pet food out to client car, but client must have their trunk/hatch-back already opened for employee to place food inside and if client wants the food placed inside the occupancy (seating) area, employee must leave food next to car for client instead. New client information form can now be completed online, rather than having clients complete a paper hardcopy. Pet is retrieved from client's car for care (canines are required to be on leash and outside the car. The employee places two slip leads on the canine, disconnects client's leash/harness, and leaves client-owned items in the car. Felines must be brought in using a pillow case or a pet carrier). Employee must disinfect hands before and after retrieving pet. Client credit card payments are taken over phone. Where feasible, SOAPs, estimates, records, etc. are emailed to/from clients rather than using paper copies. Sick employees instructed to stay home. Employees required to practice social distancing (6'+) where feasible to do so. Bi-monthly meetings and frequent email outreach regarding COVID-19 safety training, hygiene training, and procedural updates. Provision of training materials regarding proper use of PPE. Employees required to wash hands frequently and use hand sanitizer when washing is infeasible. Must clean/disinfect work areas frequently throughout shift. Employees have been instructed to keep an extra set of scrubs in car, in case of COVID-19 suspected contact. Employees prohibited from bringing in food to share. Open food containers prohibited on main floor of building. No former employees or clients permitted in the building. Employee must take own temperature prior to coming to work and remain home if running a fever (employer has offered free thermometers to those who need them). In order to be permitted to work on site, employee must attest to lack of COVID-19 symptoms (i.e., fever, cough, shortness of breath, sore throat, diarrhea) as well as attesting to no recent (i.e., within 14 days) close contact with anyone who is COVID-positive and no recent (i.e., within 14 days) airplane travel. Employees are required to inform management (or DVM or team leader, where management is</p>
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Custodian	<p>Required to practice social distancing to maximum extent possible. Access of public to worksite is limited. Clients must remain in cars while patient is seen inside (very limited exceptions possible at DVM discretion). Exterior doors must remain locked and may not be propped open. Sick employees instructed to stay home. Employees required to practice social distancing (6'+) where feasible to do so. Bi-monthly meetings and frequent email outreach regarding COVID-19 safety training, hygiene training, and procedural updates. Provision of training materials regarding proper use of PPE. Employees required to wash hands frequently and use hand sanitizer when washing is infeasible. Custodians regularly clean/disinfect (focusing on high-touch areas such as light switches, door knobs, refrigerator handles, stairwell hand rails, etc.) Hospital Emergency Services surfaces with Neutral Germicide disinfectant. Employees prohibited from bringing in food to share. Open food containers prohibited on main floor of building. No former employees or clients permitted in the building. Employee must take own temperature prior to coming to work and remain home if running a fever (employer has offered free thermometers to those who need them). In order to be permitted to work on site, employee must attest to lack of COVID-19 symptoms (i.e., fever, cough, shortness of breath, sore throat, diarrhea) as well as attesting to no recent (i.e., within 14 days) close contact with anyone who is COVID-positive and no recent (i.e., within 14 days) airplane travel. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms or if they have had recent airplane travel or close contact with a COVID-positive individual. Where one or more of these conditions exists, the employee is required to self-quarantine for the CDC-recommended periods (i.e., where symptoms present, must self-quarantine for a minimum of 10 days since onset of symptoms and 3 days without fever, whichever is longer; where travel or COVID-19 exposure is the concern, must self-quarantine for 14 days). Employees may have water bottle, but only if it is a style that does not require hands to touch any surface mouth touches. Handwashing reminders posted in restrooms. Educational and instructional COVID-19 signage posted on doors for clients. Employer provides required PPE (e.g., masks, gloves) to employees at no cost to employee.</p>
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<p>Management</p>	<p>Required to practice social distancing to maximum extent possible. Staggered schedule to minimize members of management simultaneously at worksite (to facilitate social distancing efforts). Remote work encouraged where feasible. Access of public to worksite is limited. Clients must remain in cars while patient is seen inside (very limited exceptions possible at DVM discretion). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. Exterior doors must remain locked and may not be propped open. Sick employees instructed to stay home. Employees required to practice social distancing (6'+) where feasible to do so. Bi-monthly meetings and frequent email outreach regarding COVID-19 safety training, hygiene training, and procedural updates. Provision of training materials regarding proper use of PPE. Employees required to wash hands frequently and use hand sanitizer when washing is infeasible. Must clean/disinfect work areas frequently throughout shift. Employees prohibited from bringing in food to share. Open food containers prohibited on main floor of building. No former employees or clients permitted in the building. Employee must take own temperature prior to coming to work and remain home if running a fever (employer has offered free thermometers to those who need them). In order to be permitted to work on site, employee must attest to lack of COVID-19 symptoms (i.e., fever, cough, shortness of breath, sore throat, diarrhea) as well as attesting to no recent (i.e., within 14 days) close contact with anyone who is COVID-positive and no recent (i.e., within 14 days) airplane travel. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms or if they have had recent airplane travel or close contact with a COVID-positive individual. Where one or more of these conditions exists, the employee is required to self-quarantine for the CDC-recommended periods (i.e., where symptoms present, must self-quarantine for a minimum of 10 days since onset of symptoms and 3 days without fever, whichever is longer; where travel or COVID-19 exposure is the concern, must self-quarantine for 14 days). Employees may have water bottle, but only if it is a style that does not require hands to touch any surface mouth touches. Handwashing reminders posted in restrooms. Educational and instructional COVID-19 signage posted on doors for clients. Employer provides required PPE (e.g., masks, gloves) to</p>
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Hand Hygiene & Disinfection of Environmental Surfaces

Management and DVMs will be responsible for seeing that adequate handwashing facilities are available in the workplace and that regular handwashing is required. Frequency of such handwashing will be determined in part by factors such as when and how often the employee's hands are potentially exposed to SARS-CoV2-19.

Management, DVMs, and Team Leaders will be responsible for seeing that environmental surface in the workplace are cleaned and disinfected. Frequency of such disinfection will be determined in part by factors such as when and how often the environmental surfaces are potentially exposed to SARS-CoV2-19. When choosing cleaning chemicals, **Ann Arbor Animal Hospital Emergency Services** will consult information on Environmental Protection Agency (EPA)-approved disinfectant labels with claims against emerging viral pathogens. Products with EPA-approved emerging viral pathogens claims are expected to be effective against SARS-CoV-2 based on data for harder-to-deactivate viruses. The manufacturer's instructions for use of all cleaning and disinfection products will be strictly adhered to.

An enhanced cleaning and disinfection shall be performed after persons suspected or confirmed to have SARS-CoV2-19 have been in the workplace. **Management** will be responsible for seeing that such a cleaning and disinfection is performed as required.

The following is a list of environmental surfaces, methods used to disinfect, and the frequency of such disinfection:

Surface	Method/Disinfectant Used	Schedule/Frequency
Pet	Animal is wiped down with Duoxo Mousse	Used if client is experiencing any COVID-19 symptoms or has had direct contact with COVID-positive patients.
Floors	Neutral Germicide	Three to four times per week (1 st floor) and every other week (2 nd floor – minimal traffic). Lounge and bathrooms cleaned multiple times per week.
Miscellaneous high-touch areas (e.g. light switches, stairwell hand rails, etc.)	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily

Phones, keyboards, and mouses	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily
All cabinets (handles and inside/outside of cabinet doors)	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily
Door handles	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily
Chairs	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily
Elevator buttons and inner railing	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily
Refrigerator handles	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily
Bathroom sink handles, door handles, and toilet flusher	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily
Sink handles and soap dispensers	Neutral Germicide, Clorox wipes, alcohol-based spray purchased from distillery	Minimum of three times daily

Personal Protective Equipment (PPE)

Ann Arbor Animal Hospital Emergency Services will provide employees with personal protective equipment for protection from SARS-CoV-2 appropriate to the exposure risk associated with the job following the CDC and OSHA guidance applicable to the industry and types of jobs at the workplace and in accordance with latest E.O.

All types of PPE are to be:

- *Selected based upon the hazard to the worker.*
- Consistently and properly worn.

- Regularly inspected, maintained, and replaced, as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.

The following type(s) of PPE have been selected for use:

Positions/job/task	PPE
DVM	Required to wear face mask at all times except for while eating/drinking. Wear gloves when going outside and remove them before touching keyboards/phones/etc.
LVT	Required to wear face mask at all times except for while eating/drinking. Wear gloves when going outside and remove them before touching keyboards/phones/etc.
VA	Required to wear face mask at all times except for while eating/drinking. Wear gloves when going outside and remove them before touching keyboards/phones/etc.
CCS	Required to wear face mask at all times except for while eating/drinking. Wear gloves when going outside and remove them before touching keyboards/phones/etc.
Custodian	Required to wear face mask at all times except for while eating/drinking.
Management	Required to wear face mask at all times except for while eating/drinking.

Health Surveillance

Ann Arbor Animal Hospital Emergency Services has implemented a screening protocol to identify known or suspected cases of COVID-19 among employees and isolate them from the remainder of the workforce. Management will be responsible for ensuring that all required health surveillance provisions are performed as required.

At the beginning of each day at the start of each work shift Ann Arbor Animal Hospital Emergency Services will screen employees for signs and symptoms COVID-19 as required. Employees have been directed to promptly report any signs and symptoms of COVID-19 to Management, DVMs, and Team Leaders before and during the work shift and have provided employees with instructions for how to make such a report to the employer.

The specific instructions for employee reporting signs and symptoms of COVID-19 are as follows:

Employee must inform management of symptoms. If management is not present in building, must inform DVM or Team Leader. Employees experiencing symptoms are to return home immediately for self-quarantine. They may not remain at the work site.

Ann Arbor Animal Hospital Emergency Services will physically isolate any employees with known or suspected COVID-19 from the remainder of the workforce, using measures such as, but not limited to:

- (a) Not allowing known or suspected cases to report to or remain at their work location.
- (b) Sending known or suspected cases to a location (for example, home) where they are self-isolating during their illness.
- (c) Assigning known or suspected cases to work alone at the location where they are self-isolating during their illness.

Training

Management, DVMs, and Team Leaders shall coordinate SARS-CoV2 training and ensure compliance with all training requirements.

Train workers on, at a minimum:

- A. Routes by which the virus causing COVID-19 is transmitted from person to person.
- B. Distance that the virus can travel in the air, as well as the time it remains viable in the air and on environmental surfaces.
- C. Symptoms of COVID-19.
- D. Steps the worker must take to notify the business or operation of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19.
- E. Measures that the facility is taking to prevent worker exposure to the virus, as described in the COVID-19 preparedness and response plan required under the most recent EO.
- F. Rules that the worker must follow in order to prevent exposure to and spread of the virus.
- G. The use of personal protective equipment, including the proper steps for putting it on and taking it off.
- H. How to report unsafe working conditions

Recordkeeping

Management shall coordinate SARS-CoV-2 required recordkeeping and ensure compliance with all such requirements, including those specified in the most recent E.O.

The following records are required to be maintained:

- 1. Required training.
- 2. A record of daily entry self-screening protocol for all employees or contractors entering the workplace, including, at a minimum, a questionnaire covering symptoms and suspected or

confirmed exposure to people with possible COVID-19.

3. When an employee is identified with a confirmed case of COVID-19.

FREE ONSITE CONSULTATION SERVICE FOR EMPLOYERS

To help employers better understand and voluntarily comply with the MIOSHA Act, free Onsite Consultation programs are available to help small employers identify and correct potential safety and health hazards.



Michigan Occupational Safety and Health Administration
Consultation Education and Training Division
530 W. Allegan Street, P.O. Box 30643
Lansing, Michigan 48909-8143

For further information or to request consultation, education and training services
call 517-284-7720

or

visit our website at www.michigan.gov/miosha

www.michigan.gov/leo

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