

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 Michigan Occupational Safety and Health Administration Emergency Rule on COVID-19.

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.
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	High-traffic (internal) doors propped open to reduce transmission via door handles.
LVT	High-traffic (internal) doors propped open to reduce transmission via door handles.
VA	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)
DVM	Number of clients entering building is limited to one per visit and building is closed to visitors (limited exceptions may be made, e.g., for contractors). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. 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. Employees required to practice social distancing (6'+) where feasible to do so. 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. Employee must remain home if running a fever (employer has offered free thermometers to those who need them). COVID symptom/exposure information is posted throughout hospital and employees/visitors are made aware that they are not to enter the building if they are considered a potential COVID transmission risk (as per posted guidance). The exact exposure guidance and symptoms in question are determined by the most up-to-date guidance from the Michigan Department of Health and Human Services and the Washtenaw County Health Department. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms typical of COVID-19 or if they have had recent close contact with a COVID-

	<p>positive/symptomatic individual. Employees who exhibit symptoms or who have had close contact (as currently defined by CDC and/or Washtenaw County Health Department) with an individual who exhibited symptoms common to COVID-19 (as defined by the most recent Michigan Department of Health and Human Services and/or Washtenaw County Health Department guidelines) are forbidden to enter the work site until the appropriate (as determined by the Washtenaw County Health Department and the CDC) isolation/quarantine requirements have been satisfied. Similarly, employees who have tested positive for COVID-19, or have had close contact (as defined above) with an individual who, at the time of contact with the employee or within the 48 hours immediately following said contact, was found to be positive for COVID-19, the employee is forbidden to enter the work site until the appropriate (as determined by the CDC and the Washtenaw County Health Department) isolation/quarantine requirements have been satisfied. 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. During initial phone contact with client, client is asked about presence of COVID-19 symptoms (in self or housemates) and their contact with any COVID-positive/exposed individuals – if answer is ‘yes’, pet is cleaned upon arrival.</p>
LVT	<p>Number of clients entering building is limited to one per visit and building is closed to visitors (limited exceptions may be made, e.g., for contractors). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. 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. 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. Employees required to practice social distancing (6’+) where feasible to do so. 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</p>

	<p>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. Employee must remain home if running a fever (employer has offered free thermometers to those who need them). COVID symptom/exposure information is posted throughout hospital and employees/visitors are made aware that they are not to enter the building if they are considered a potential COVID transmission risk (as per posted guidance). The exact exposure guidance and symptoms in question are determined by the most up-to-date guidance from the Michigan Department of Health and Human Services and the Washtenaw County Health Department. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms typical of COVID-19 or if they have had recent close contact with a COVID-positive/symptomatic individual. Employees who exhibit symptoms or who have had close contact (as currently defined by CDC and/or Washtenaw County Health Department) with an individual who exhibited symptoms common to COVID-19 (as defined by the most recent Michigan Department of Health and Human Services and/or Washtenaw County Health Department guidelines) are forbidden to enter the work site until the appropriate (as determined by the Washtenaw County Health Department and the CDC) isolation/quarantine requirements have been satisfied. Similarly, employees who have tested positive for COVID-19, or have had close contact (as defined above) with an individual who, at the time of contact with the employee or within the 48 hours immediately following said contact, was found to be positive for COVID-19, the employee is forbidden to enter the work site until the appropriate (as determined by the CDC and the Washtenaw County Health Department) isolation/quarantine requirements have been satisfied. 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. During initial phone contact with client, client is asked about presence of COVID-19 symptoms (in self or housemates) and their contact with any COVID-positive/exposed individuals – if answer is ‘yes’, pet is cleaned upon arrival.</p>
VA	<p>Number of clients entering building is limited to one per visit and building is closed to visitors (limited exceptions may be</p>

	<p>made, e.g., for contractors). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. 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. 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. Employees required to practice social distancing (6'+) where feasible to do so. 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. Employee must remain home if running a fever (employer has offered free thermometers to those who need them). COVID symptom/exposure information is posted throughout hospital and employees/visitors are made aware that they are not to enter the building if they are considered a potential COVID transmission risk (as per posted guidance). The exact exposure guidance and symptoms in question are determined by the most up-to-date guidance from the Michigan Department of Health and Human Services and the Washtenaw County Health Department. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms typical of COVID-19 or if they have had recent close contact with a COVID-positive/symptomatic individual. Employees who exhibit symptoms or who have had close contact (as currently defined by CDC and/or Washtenaw County Health Department) with an individual who exhibited symptoms common to COVID-19 (as defined by the most recent Michigan Department of Health and Human Services and/or Washtenaw County Health Department guidelines) are forbidden to enter the work site until the appropriate (as determined by the Washtenaw County Health Department and the CDC) isolation/quarantine requirements have been satisfied. Similarly, employees who have tested positive for COVID-19, or have had close contact (as defined above) with an individual who, at the time of contact with the employee or within the 48 hours immediately following said contact, was found to be positive for COVID-</p>
--	---

	<p>19, the employee is forbidden to enter the work site until the appropriate (as determined by the CDC and the Washtenaw County Health Department) isolation/quarantine requirements have been satisfied. 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. During initial phone contact with client, client is asked about presence of COVID-19 symptoms (in self or housemates) and their contact with any COVID-positive/exposed individuals – if answer is ‘yes’, pet is cleaned upon arrival.</p>
Custodian	<p>Number of clients entering building is limited to one per visit and building is closed to visitors (limited exceptions may be made, e.g., for contractors). Employees required to practice social distancing (6’+) where feasible to do so. 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 surfaces with Neutral Germicidal Cleaner (Essential Industries) disinfectant. Employees prohibited from bringing in food to share. Employee must remain home if running a fever (employer has offered free thermometers to those who need them). COVID symptom/exposure information is posted throughout hospital and employees/visitors are made aware that they are not to enter the building if they are considered a potential COVID transmission risk (as per posted guidance). The exact exposure guidance and symptoms in question are determined by the most up-to-date guidance from the Michigan Department of Health and Human Services and the Washtenaw County Health Department. Employees are required to inform management (or DVM or team leader, where management is not available) if experiencing symptoms typical of COVID-19 or if they have had recent close contact with a COVID-positive/symptomatic individual. Employees who exhibit symptoms or who have had close contact (as currently defined by CDC and/or Washtenaw County Health Department) with an individual who exhibited symptoms common to COVID-19 (as defined by the most recent Michigan Department of Health and Human Services and/or Washtenaw County Health Department guidelines) are</p>

	<p>forbidden to enter the work site until the appropriate (as determined by the Washtenaw County Health Department and the CDC) isolation/quarantine requirements have been satisfied. Similarly, employees who have tested positive for COVID-19, or have had close contact (as defined above) with an individual who, at the time of contact with the employee or within the 48 hours immediately following said contact, was found to be positive for COVID-19, the employee is forbidden to enter the work site until the appropriate (as determined by the CDC and the Washtenaw County Health Department) isolation/quarantine requirements have been satisfied.</p> <p>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>
<p>Management</p>	<p>Remote work is encouraged where feasible. Number of clients entering building is limited to one per visit and building is closed to visitors (limited exceptions may be made, e.g., for contractors). Where feasible, communication with clients is now via telephone rather than via face-to-face contact. Employees required to practice social distancing (6'+) where feasible to do so. 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. Employee must remain home if running a fever (employer has offered free thermometers to those who need them). COVID symptom/exposure information is posted throughout hospital and employees/visitors are made aware that they are not to enter the building if they are considered a potential COVID transmission risk (as per posted guidance). The exact exposure guidance and symptoms in question are determined by the most up-to-date guidance from the Michigan Department of Health and Human Services and the Washtenaw County Health Department. Employees who exhibit symptoms or who have had close contact (as currently defined by CDC and/or Washtenaw County Health Department) with an individual who exhibited symptoms common to COVID-19 (as defined by the most recent Michigan Department of Health and Human Services and/or Washtenaw County Health Department guidelines) are forbidden to enter the work site</p>

	<p>until the appropriate (as determined by the Washtenaw County Health Department and the CDC) isolation/quarantine requirements have been satisfied. Similarly, employees who have tested positive for COVID-19, or have had close contact (as defined above) with an individual who, at the time of contact with the employee or within the 48 hours immediately following said contact, was found to be positive for COVID-19, the employee is forbidden to enter the work site until the appropriate (as determined by the CDC and the Washtenaw County Health Department) isolation/quarantine requirements have been satisfied. 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>
--	---

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 surfaces 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 Douxo Mousse	Used if client is experiencing any COVID-19 symptoms or has had direct contact with COVID-positive individuals.

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

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. When working with a pet that is suspected to have had exposure to COVID (e.g., if the pet lives with someone who is showing symptoms), must wear face mask, face shield, gown, disposable hair bonnet, gloves, and foot boots.
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. When working with a pet that is suspected to have had exposure to COVID (e.g., if the pet lives with someone who is showing symptoms), must wear face mask, face shield, gown, disposable hair bonnet, gloves, and foot boots.
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. When working with a pet that is suspected to have had exposure to COVID (e.g., if the pet lives with someone who is showing symptoms), must wear face mask, face shield, gown, disposable hair bonnet, gloves, and foot boots.
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.

Employees have been directed to promptly report any signs and symptoms of COVID-19 to **Management (or DVM or Team Leader if Management is not readily available)** before and during the work shift and employees have been provided with instructions for how to make such a report to the employer.

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

Employee must inform management of symptoms. If management is not available, employee must inform DVM or Team Leader. Employees experiencing symptoms are to return home immediately for self-isolation. 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 MIOSHA's COVID-19 Emergency Rule.
- F. Information on vaccinations available for COVID-19.
- G. Rules that the worker must follow in order to prevent exposure to and spread of the virus.
- H. The use of personal protective equipment, including the proper steps for putting it on and taking it off.
- I. 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 MIOSHA's COVID-19 Emergency Rule.

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 (record of case and required notifications).

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

LEO is an equal opportunity employer/program.

(MIOSHA/CET-5700 • Revised 05/22/20)