TO: The Opportunity Works Community  
FROM: Jane Harris-Fale, Executive Director  
RE: Coronavirus  
DATE: March 12, 2020

The health and safety of our participants and team members at Opportunity Works (OW) will always be our most important consideration. As you know from the news, COVID-19, or Coronavirus, has become a more widespread concern. On March 10, Governor Charlie Baker declared a state of emergency, giving the Administration more flexibility to respond to the outbreak. Our thoughts are with those affected. We are carefully monitoring the situation with the most up to date reports from the Governor’s Office, DDS, MA Health, CDC and the Federal Government.

We want to share some information with you about our efforts to keep our participants, guests, team members, and the community safe and healthy. The agency has a Continuity of Operations Plan (COOP). The purpose of the COOP is to ensure that essential services are not interrupted or minimally interrupted in the event of an emergency that may affect normal operations for an extended period of time such as the COVID-19 Pandemic. In addition, as of Wednesday, March 11, 2020, we are updating our infectious disease protocol to include:

- All individuals (or individuals who live with others) who have traveled to a CDC Level 1 (Hong Kong), Level 2 (Japan), or Level 3 (China, Iran, South Korea, Italy) area (as designated by the Centers for Disease Control) will not be permitted to return to program or work until they clear a 14-day self-quarantine period and remain asymptomatic.
- Any individual or staff who are unwell or have any flu like symptoms including:
  - Fever
  - Cough
  - Shortness of Breath
  Will be asked to stay home, seek medical advice from their health care provider and follow their recommendations. Employees must be symptom and medication free for 24 hours prior to return.
- Management must be notified of any individual with a suspected or confirmed case of COVID-19. The person must remain out until receiving medical clearance to return.
- Individuals in the same household, including individuals who may not live in the household but may be staying there or are otherwise present in the household on a regular basis (e.g. nannies, caregivers, home health workers, respite providers, contractors, etc.) are considered to be in close contact.
- Individuals who are in close contact with returning travelers (from CDC Level 1, 2, or 3 areas) must also remain out for 14 days after the traveler’s return to the U.S. If, at the end of this 14-day period, the traveler has not experienced any symptoms, these individuals may return. If the traveler has experienced symptoms, you will need to notify Management and these individuals will need to obtain medical clearance before they can return.
- Individuals who are in close contact with anyone having a confirmed case of COVID-19 must also remain out for 14 days after the contact ceases. If, at the end of this 14-day period, these individuals have not experienced any symptoms, these individuals may return. If these individuals have experienced symptoms, you will need to notify Management and these
individuals will need to obtain medical clearance before they can return.

- We have posted signs at each entrance of our buildings asking guests and visitors to visit at another time if they have any flu like symptoms including:
  - Fever
  - Cough
  - Shortness of Breath

- Our receptionists will greet all visitors and guests via the intercom system. They will ask who they are here to see and will notify the appropriate person. When the appropriate staff arrives, they will ask the visitor a series of questions, which will inform the appropriate course of action. All visitors and guests will be asked to remain outside until they have been cleared to enter.

- In the instance of a confirmed diagnosis of COVID-19 within our programs, we will seek guidance and follow the recommendations of local, state, or national public health officials.

Additional steps OW has taken to reduce the spread of Coronavirus include:

- We are cleaning and disinfecting all vehicles after each use
- We have enhanced cleaning and sanitizing efforts in our facilities throughout and at the end of each day including door handles, hand-rails, table tops, chairs and other high volume touch points.
- We have posted the latest informative signage about Coronavirus and preventative measures in key employee areas and in each program room.
- As part of our ongoing continuing team member training, we are reminding team members through multiple channels about frequent handwashing for themselves and our participants upon arrival and throughout the day.
- We have added additional hand sanitizing stations and sanitizing wipes throughout our buildings.
- We have decided to temporarily keep community outings and volunteer activities to small groups and avoid large groups of people such as malls, YMCA, Bowling, etc.
- As recommended by the Governor, we are not sending our team members to events with large numbers of people.

We currently remain open for business and are committed to implementing the recommendations from health authorities to mitigate risk and give you peace of mind. We are using the latest information as it becomes available on the Mass.gov website. OW will be monitoring the website daily and will update our procedures according to the guidance provided.

If you’re interested in learning more facts about the coronavirus, the Massachusetts Department of Public Health (DPH) launched mass.gov/2019coronavirus, a web portal that includes extensive information and the latest updates.

If you have questions please contact Ken Moran, OW Chief Operating Officer at: Ken.moran@opportunityworks.org or 978-462-6144 ext. 24