



MATRIX HUMAN SERVICES  
**HEAD START BIRTH TO 5  
PROGRAM**

**RETURN TO  
SCHOOL GUIDE**





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Revised November 20, 2020 – Revisions Highlighted in Yellow

# INTRODUCTION

Matrix Human Services' leadership, in collaboration with Head Start Birth to 5 management, created this Return to School Guide as a resource for program staff, contractors, and authorized visitors. Matrix is dedicated to the health and safety of our staff, our children, and all members of our program family. This guide will describe the procedures and resources you will need to maintain safe and nurturing environments while minimizing risk for yourself, our children, and your center's community.

The Pandemic Task Force who created the overall policies and procedures in this guide consists of the CEO Brad Coulter, Director of Facilities Jesse Butler, Director of Head Start Cristal Claussen, Director of Quality Treska Seay, and the Vice-President of Human Resources Karen Gray. The Task Force is responsible for:

- Identifying best practices
- Equipment selection and purchase
- Emergency Preparedness Plan
- Building design to observe social distancing
- Cleanliness and disinfection needs within all sites
- Employee testing
- Hours of operation and workforce schedules
- Determining appropriate levels of staffing
- Communication and information sharing

Content Managers wrote new and revised procedures for classrooms, children, parents, and visitors. Many thanks to Norma Galvan, Stephanie Gaughan, Ericka Gray, Veronica Green, Marisol Hermosillo, Cass Higden, Sandra James, Oralda Madrigal, Letawnia May, Christina Morales, Charmaine Parks, Kathryn Polla, Sabrina Taliaferro, and Jo-Anne Woodard.

We believe it is important provide you with the information in this guide to help you navigate your new environment and different expectations. We hope that you find it useful, and that it helps you feel safe and comfortable.

## HEAD START BIRTH TO 5 RETURN TO SCHOOL GUIDE

A safe return to school during a pandemic will require everyone's participation. We have implemented the best practices we could find to minimize exposure and prevent viral spread. Signs, postings, floor decals, and physical barriers will provide visual reminders of these procedures and our obligation to abide by them.

Please refer to the *2020 Work Safety Pandemic Plan* for Matrix Human Services' overall instructions and requirements for every employee. This guide adds procedures for center-based Head Start services. Written procedures with greater detail will be provided during training, and will be available at each center for review and reference.

## GENERAL PROCEDURES

**Training:** Every returning employee will participate in COVID-19 preparedness training that includes workplace infection-control practices, the proper use of personal protective equipment, steps the employee must take to notify the program of any COVID-19 symptoms or a suspected or confirmed diagnosis of COVID-19, and procedures to implement in centers and classrooms for social distancing and disinfection.

**Entry/Exit Procedures:** Morning entry will be scheduled at regular intervals, allowing 10 minutes per classroom to avoid congestion for arriving staff members and children. Staff members will be notified of their arrival time prior to children's first day.

Temperature checks will be taken upon arrival at the center by supervised student nurses or designated trained Matrix staff members. Infants six months and younger with temperatures at or above 100 degrees will be sent to see a medical professional; adults and children with temperatures at or over 100.4 will be directed to seek immediate medical attention.

Staff members will also be asked questions to screen for symptoms and exposure to coronavirus; if they answer yes to any question, they will be directed to see a medical professional.

Employees must familiarize themselves with the symptoms and exposure risks of COVID-19. The primary symptoms of COVID-19 include the following:

- Dry cough;
- Fever (either feeling feverish or a temperature of 100.4 degrees or higher);
- Shortness of breath or difficulty breathing;
- New loss of sense of smell and taste;
- Individuals with COVID-19 may also have early symptoms such as chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose.

Employees with a high temperature check, those with "yes" answers during the screening procedure or who experience symptoms at work will be sent home. They may work from home until cleared by their physician to return to work, and must submit a return-to-work document to Human Resources prior to their return. These employees are expected to abide by the Work At Home policy, which can be requested from HR at [HRTeam@matrixhs.org](mailto:HRTeam@matrixhs.org).

Strict confidentiality will be observed during screening and in handling screening results. We are bound by the privacy requirements of HIPAA, the Head Start Program Performance Standards, and agency policy.

**Testing:** All staff members, consultants, contractors, and other approved visitors must submit to company provided coronavirus testing or provide documentation of a recent coronavirus test with negative results. Without negative test results, access to any Matrix location is prohibited.

The timing of regular testing for effective disease detection and prevention is not yet determined, but all staff will be notified when the frequency is finalized and will have an obligation to abide by the testing requirements.

All staff, consultants, contractors, and other visitors who test positive for the coronavirus within fourteen days of an onsite visit must notify Human Resources at (313) 962-5255 – Ext. 1698 or 1635.

**Visitors:** Visitor, client, and vendor access is restricted to those who are authorized. Center-based staff, consultants and therapists, and a small number of administrative staff, all who have had negative results from a coronavirus test, are authorized to enter Birth to 5 centers.

Visitors who don't pass one or more screening criteria, i.e., temperature and questions, will not be allowed access to the facility.

**Personal Protective Equipment (PPE):** Every adult and child two years and old entering a Matrix facility must wear a mask and keep it on unless they are alone in a closed office or alone outside the facility. Masks will be provided to those who don't have one, and upon request. Employees who are provided specialized PPE according to their job duties, such as gowns or gloves, are required to wear it and keep it on while performing their job.

**MASKS ARE REQUIRED** for employees when in confined spaces or common areas, when riding with others in vehicles, in hallways or bathrooms or at any time that reliably practicing social distancing is not possible. Masks must be worn appropriately, i.e., covering nose and mouth at all times. The agency is providing employees with a mask to wear on a daily basis. Each staff member is provided with an N95, surgical, or cloth mask to wear while at work. Employees and visitors who cannot wear a mask for medical reasons must contact the HR department before entering a Matrix site.

Exhalation valve/vent masks are not allowed. The purpose of masks is to stop respiratory droplets from reaching others. However, masks with one-way valves or vents allow air to be exhaled through an opening in the material, which can result in expelled respiratory droplets that can reach others. This type of mask does not prevent the wearer from transmitting COVID-19 to others. Therefore, the CDC recommends against using masks with an exhalation valve or vent.

Scarf masks and neck gaiters are also not allowed at this time. There is no medical information that supports these as protection against transmission of the virus.

Face shields and/or protective eye wear are provided when employees cannot consistently maintain 3 feet of separation from other individuals in the workplace. Face shields are to be worn with a mask. Face shields do not take the place of a mask and may not be worn alone.

Gloves are provided for use in bathroom areas or when using cleaning supplies. Hazmat suits provided as needed.

**Social Distancing:** All adults in Matrix facilities must make every effort to maintain six feet of distance from other people, even while wearing a mask. Congregating is not permitted, and staff members should avoid using coworkers' phones, desks, office, etc. If you must, please clean and disinfect the area before and after use.

Physical contact with other adults, including handshakes and hugs, is not currently allowed.

**Virtual Communications:** To facilitate appropriate social distancing, meetings and other communication should be conducted virtually by cell phone, Zoom or Team meetings, and other forms of electronic communication. Face-to-face communications with those not authorized to be in our centers is prohibited without special permission from the CEO.

### **Health Hygiene:**

- If you need to cough or sneeze, cover your mouth and nose with a tissue or use the inside of your elbow.
- Avoid touching your eyes, nose, and mouth with your hands.
- Wash your hands often with soap and water for at least 20 seconds.
- Throw used tissues in the trash and immediately wash your hands.
- If soap and water are not available, use hand sanitizer containing at least 70% alcohol.

### **Reporting Workplace Conditions**

Please report any unsafe working conditions to any member of the COVID-19 Taskforce. The members are T. Seay, Quality, K. Gray, HR, C. Claussen, Head Start, J. Butler, Facilities. You can also send any complaints to the confidential HR website <https://matrixhs.everythinghr.net/account/login.aspx>.

All workers have the right to raise a safety or health concern and file a complaint. Employers cannot retaliate against an employee for complaining about safety or health conditions in the workplace or refusing to do an allegedly dangerous job or task.

## **ENVIRONMENTAL PROCEDURES**

**Cleaning and Disinfecting:** Matrix is increasing the amount and frequency of routine cleaning and disinfection, especially on high-touch surfaces (e.g. door handles, faucets, etc.) and shared equipment. Administrative staff members should disinfect their work areas upon arrival, several times throughout the workday, and prior to departure.

The agency will provide appropriate and effective cleaning products to ensure that high touch surfaces may be wiped down before each use, and will place hand sanitizer at multiple locations in Head Start centers and at Woodbridge. Hand sanitizer, which is poisonous if swallowed, will be kept out of reach of children.

**Air Circulation/HVAC:** Filters in air conditioning and heating units have been replaced with high grade filters to minimize particle transmission. Electrostatic sprayers we use for cleaning and disinfecting surfaces are also effective at disinfecting airborne particles.

**Suspected or Diagnosed Infection:** The affected area(s) will be closed off as soon as possible after the person or child has left, with windows and doors opened (as possible) to promote air circulation. After 24 hours, or as long as practicable if shorter than 24 hours, the areas affected are cleaned and disinfected. This includes all surfaces and equipment



the person may have handled. After cleaning and disinfection, the floors will be vacuumed to contain any settled particles. The space may be reused after appropriate disinfection.

## CLASSROOM PROCEDURES

**Classroom set up:** Due to reduced ratios, classroom setup will remain the same while encouraging social distancing. Each area of interest (art area, block area, etc.) will be labeled with the capacity of children allowed at one time. Labeling will be easily understood by children. During nap time cots will be placed 3-6 feet apart with head to toe positioning.

To facilitate regular handwashing but discourage congregating in bathrooms, portable sinks are installed in classrooms that do not have sinks. Exceptions are those few classrooms with immediate access to children's bathrooms.

**Classroom Cleaning and Disinfection:** Custodians, Pandemic Specialists, and other trained staff will routinely clean and disinfect high-touch surfaces throughout the day, and will provide thorough disinfectant level cleaning for each classroom once a day. Bathrooms and other common areas will also receive periodic cleaning throughout each day, and daily disinfectant level cleaning. Teachers will prepare and use a bleach solution to wipe down classroom surfaces during the school day.

Zono cabinets are installed at each center to enable ozone disinfection of objects that are difficult to clean with wet cleaning solutions. This includes soft toys and face masks.

Weekly, Facilities staff will clean and disinfect carpets and mats, and shampoo them each month. Any surface soiled with bodily fluids will be immediately cleaned and disinfected.

Existing sanitizing and disinfecting procedures remain in place, such as preparing for meals and maintaining diaper areas.

**Toy Disinfection:** Containers for mouthed toys, i.e., "yuck buckets", will hold those toys that must be cleaned to keep them out of children's reach. Depending on their surface, the toys may be disinfected with a cleaning solution or by ultraviolet light in a Zono cabinet.

**Meals:** Tables and food service areas will be cleaned and disinfected before and after meals. Disinfecting solution, such a bleach mixture, will air dry prior to table use. All children and staff will wash hands with soap and water for at least 60 seconds prior to meal services.

Meals and snacks will be offered to the children by the teaching staff, who will fill the children's plates/bowls for them. Only teaching staff will touch serving utensils while wearing gloves over freshly washed hands. Serving bowls will not be placed on tables and are for teacher use only.

Teaching staff will sit with children and participate in meals. All participants will be separated as is reasonable to sit at the table, with an empty chair between each person. Teachers will encourage children to speak in a normal tone during meals, to discourage increased respiration.

Mothers who wish to breastfeed during center hours will be COVID tested at program expense. They must have a negative test result, will be screened before gaining entry to a

center, and will be accommodated with a private nursing area. Breastfeeding mothers must set up a time and date to come to the center; unscheduled visits will not be allowed.

**Schedule:** Daily schedule components will remain the same with modified times except for *tooth brushing* which will be replaced with *hand washing*.

Mealtime may vary by site location. Due to staggered start time, breakfast will be served as children arrive. One teacher will supervise children at the table and the other will supervise children who have finished eating, away from the table.

**Classroom Instruction:** Classroom instruction will be teacher-directed with children working in smaller groups; seating will be arranged to allow adequate spacing between each child, for example sitting in every other chair and using seating decals on the floor during story time, and using the message board to encourage social distancing. When feasible and appropriate children will gather outside for learning experiences, which is an extension of the classroom.

**Social Distancing:** Where feasible, without disrupting the learning experience, children will be encouraged to practice social distancing. In classroom spaces that allow it, floor decals will be placed at a minimum of 3-6 feet apart. In classrooms where children are regularly within 3-6 feet of one another, frequent handwashing will be implemented.

**Remote Instruction:** Remote instruction will be performed virtually using the Zoom platform only. Zoom sessions will take place at 10:00 a.m. Mondays through Thursdays.

Teachers will plan virtual class sessions for their small group of children, and will have the daily lesson plan completed by 1:00 the day before class for their Center Manager to review

Head Start Sessions will last at least 1 hour. Each HS session will have 1 teacher and 8-9 children based on the number of children enrolled.

Each EHS session will be no longer than 15- 20 minutes for Infants 6 weeks – 12months, although times may vary.

Each EHS session will be no longer than 30 minutes for toddlers 13 months - 35 months, although times may vary.

Center Managers will be invited to all Zoom meetings for support and monitoring.

There will be no virtual classes on Fridays. Fridays are for teachers' lesson planning, virtual Home Visits, Parent/Teacher Conferences and/or completing ASQ's assessments. Teachers will set all appointments with parents 1-3 days ahead of time.

**Ratios:** Teacher to child ratios are adjusted to permit social distancing. The new ratios are:

**Head Start:** 10 children with two teachers

**Early Head Start:** Note that reduced ratios still require two adults in an EHS classroom, although only one adult must be an EHS teacher.

- 4 children (Infant 6 weeks- 11 months)
- 8 children (12 months-35 months) except for



- Word of Truth (4 children per classroom) to allow for 3-6 feet social distancing

## STAFF PROCEDURES

**Home Visits:** Home visits will be virtual. Teachers will call parents to set up virtual meeting no less than 1 week before the virtual meeting.

**Home Based home visits:** EHS home based visitors will schedule one hour virtual home visits weekly and 30-minute virtual pregnant mom visits monthly using Zoom. Each visit will include the following:

1. Parent / Child interactions 25 minutes
2. Development centered parenting 25 minutes
3. Family well-being 10 minutes to update goal referrals and PFCE framework follow up
4. A follow up phone call will be made to families to prepare for the next visit

The Parents As Teachers (PAT) Curriculum will be implemented to the fullest and Group Connections will occur virtually 2 times a month.

The Assistant Home base Manager will be invited to all zoom meetings for monitoring purposes.

**Staff Training:** To ensure the health and safety of all staff, trainings will be held virtually during the month of August. However, if an in-person meeting or training is necessary and cannot be done via electronic means, all participants must follow the mask protocol, all other applicable COVID procedures, and remain at least 6 feet apart throughout the event.

**Planned Preservice Training:** COVID procedures, Mandated Reporting, Harassment, Personal Finances Webinar, Lesson Plans, Messaging Moments, Safe Sleep, Abusive Head Trauma, ASQ 3, DECA, CACFP, Medication, Exclusion, Child Plus, and COR Daily Notes.

The training schedule and access to electronics for training will be provided in a separate communication.

**Social Distancing:** Staff will work from home until tested and negative test results are received; our first day at the centers is anticipated to be September 28. Social distancing begins with the return to a work location, where staff will follow social distancing procedures outlined in **GENERAL PREVENTION MEASURES** above and those learned in training.

**Sick and suspected sick adults:** Employees with COVID-19, or who are experiencing symptoms of COVID-19, are directed to notify Human Resources, then stay home and care for themselves.

Employees who have tested positive for COVID- 19 must their manager and Human Resources. The Program will notify the local health department. Within 24 hours, the Program will notify any co-workers, contractors, suppliers, parents, or students who may have come into contact with the person with a confirmed case of COVID-19.

If an employee shows symptoms of COVID-19 during the day, the employee should

immediately put on a mask if working alone in a closed space unmasked, notify their manager, go home, and consult their healthcare provider. For those unable to leave the site, they must isolate themselves from others until they are able to leave.

Every time an employee is sent home due to suspected or diagnosed infection, we will clean and disinfect all areas of the building(s) that the employee might have come in contact with.

**Notifications:** Matrix will communicate with employees and parents/guardians if there is a confirmed case of COVID-19 within our sites as necessary, including third party contractors. We will not share the employee's name or personally identifiable information for this notification. We will clean and disinfect all areas of the building(s) that the employee might have come in contact with.

Matrix will also notify the Detroit Health Department, as required.

**Sick Leave:** Absence for illnesses related to the pandemic will be treated as sick leave. Employees must notify their immediate Manager. All employees are required to contact the HR Benefits Specialist for further instructions regarding required documentation, and guidelines for a Family Medical Leave (FMLA) and/or Short-Term Disability if applicable. In accordance to the absence policy, employees must submit a return to work certification to the HR Benefits Specialist if absence is greater than three days. Circumstances that may occur due to the Pandemic will be taken into consideration. The same applies for employees who are required to quarantine for fourteen days, as a result of an outbreak or interaction with an employee, client, or contractor confirmed to have the virus.

Employees may be absent from work in a pandemic situation for reasons other than their own illness, such as the illness of a child or family member, or just need to take a day off for personal reasons or a vacation day. In cases such as this, the employee must use time available in their PTO, Vacation, Personal or Sick banks. All time off must be entered into the UltiPro system and approved by your Manager.

**Vulnerable health conditions:** Employees who cannot return to work following the pandemic or approval by the governor must submit appropriate paperwork from a physician to Human Resources for review and approval.

**Breaks:** To avoid congregating, lunchrooms and common spaces are closed. Employees should bring their lunch whenever possible or go out for lunch. To avoid high touch surfaces, refrigerators, microwaves, toaster ovens, paper and plastic serve ware, etc., will not be available for use. And to avoid cross-contamination, employees will refrain from sharing any items contaminated by saliva or touch.

## CHILD PROCEDURES

**Personal Protective Equipment (PPE):** Children two years and older will practice wearing cloth masks at all times while in the center, except for nap time, while eating or drinking, and during therapy or receiving medication. Children who can't medically tolerate a mask and those under two years will not wear masks. MHS will provide children's cloth masks and clean/disinfect them daily.

**Toileting and Tooth Brushing:** Center manager and teachers will develop and implement schedules for restroom use that embed social distancing practices. Restrooms must be cleaned and disinfected between each classroom's use.

Tooth brushing has been removed from the daily schedule. To support tooth brushing and dental care, toothbrushes and toothpaste will be provided for children to use at home.

Children will toilet as usual. They will wash their hands for 20 seconds under the supervision of teachers. Toilets and sinks will be sanitized after each use by classrooms.

**Sick and Suspected Sick Children:** Staff will look for signs of illness throughout the day. The parent/guardian will be contacted to pick up a child displaying signs of illness and will be asked for expected time of arrival. If parent/guardian states it will be more than 30 minutes, an alternative emergency contact will be requested.

When the parent/guardian arrives, the Suspected Communicable Disease form, detailing the symptoms displayed by the child, will be given to the parent. The CM will inform the parent that we must be contacted with the diagnosis as soon as possible, and we must have contact information for the medical provider on the completed Suspected Communicable Disease form.

Children and staff will vacate the affected classroom for at least 30 minutes to allow the Pandemic Specialist to clean, disinfect and sanitize the space.

Sick children must be excluded until:

- They are fever free for at least 72 hours without the use of fever reducing medications AND
- Other symptoms have improved AND
- At least 10 days have passed since their symptoms first appeared or since they tested positive for COVID-19 OR
- Upon 2 negative COVID-19 tests taken at least 24 hours apart OR
- A medical professional has determined that it is safe for the child to return to school, and has completed the Suspected Communicable Disease form. The child's parent or guardian must return the original or a copy of the form to their Center Manager.

If a COVID-19 diagnosis of a child is confirmed the Center Manager will notify the Health & Nutrition Manager, who will notify the Detroit Health Department. The center will be cleaned, disinfected, and sanitized. All areas will be vacuumed. Fans/air conditioning will be turned off so that airborne particles are not spread throughout the facility.

**Notifications:** If a COVID-19 diagnosis of a child is confirmed, staff and parents/guardians will be notified and provided with the symptoms of COVID-19 and recommendations from the CDC. Those who were in contact with the diagnosed child will be advised to voluntarily quarantine and follow the procedures outlined in the **Sick and Suspected Sick Children** section above.

**Confidentiality:** Strict confidentiality will be observed. We are bound by the privacy requirements of HIPAA, the Head Start Program Performance Standards, and agency policy.

## SHORT TERM EXCLUSION (QUARANTINE)

Matrix must temporarily exclude a child with a short-term injury, dental concern, or an acute/short-term contagious illness that cannot be readily accommodated from center participation, but only for that period which poses a significant risk to the health or safety of the child or anyone in contact with the child. If a child exhibits symptoms of medical conditions or is not feeling well enough to participate in classroom or socialization activities, MHS staff will contact his or her parents to pick up their child as soon as possible.

**Children:** In the event a child is diagnosed with COVID-19 by a physician, he or she will be excluded according to the section above, **Sick and Suspected Sick Children**. If his or her sibling(s) reside in the same household and are enrolled in an onsite Matrix program, they will be quarantined away from their center for 2 weeks.

**Parent/Guardian:** The children of MHS parents diagnosed with COVID-19 must also quarantine away from their center 2 weeks if they attend center-based classes or receive other onsite services.

**Staff and Children:** If one individual in a classroom, whether a student or a teacher, contracts COVID-19, they must be excluded and quarantined away from the center for 14 days. Children excluded due to exposure may receive virtual learning services during their quarantine.

In most instances, a single case of COVID-19 in a center would not warrant closing the entire center. In the event of an outbreak of 2 or more suspected or diagnosed cases within a classroom, the classroom must be quarantined for 2 weeks and the Health Manager and School Nurse will contact the Health Department for guidance on classroom or center closure.

## PARENT PROCEDURES

**No Site Entry:** Parents are not permitted to enter any Matrix facility. There are two exceptions, nursing mothers and Parent Committee Chairs/Policy Council members. These parents must submit to agency-sponsored COVID testing, present a negative test result, and receive screening before entering their child's center. All parent visits must be prearranged and scheduled so staff is available to screen and escort the parent.

**Meetings/Virtual Communication:** Staff will conduct meetings with parents over phone, Zoom, or other video communication service. It is important that parents and guardians provide a useable email and cell phone number which is updated regularly. This is how we will communicate important information about their child. If a parent does not have access to phone and/or internet we will work with them to find a viable solution.

When communicating important information with our parents we will employ several solutions that prevent face to face communication: email, text messaging, virtual meetings, the Matrix website, ChildPlus, COR Advantage and Daily Note, mail, and center drop-boxes

Staff may be asked to use their personal device to communicate with parents. They will be reimbursed when this is required.

Monthly Parent Meetings will be held each month via zoom. Parent meetings dates will be posted in our Monthly Parent Newsletter and a flyer complete with parent meeting dates for the year will be provided by center staff. Matrix Human Services will utilize staff, the parent newsletter, email/text blast, and social media to ensure that parents are informed of all Matrix Human Services announcements and upcoming events.

**Parent Committee/Policy Council Exceptions:** Parent Policy Council member recruitment will take place via Zoom during the September and October monthly parent meetings. With the help of the marketing team, we will utilize social media to create a buzz about Policy Council, what it entails, and how parents can get involved. Parents that express interest in Policy Council during the parent meetings will be contacted to complete an application for potential membership with the assistance of Family Advocates. Applicants will be invited to a virtual Applications Breakfast where they'll have the opportunity to express why they want to be a part of Parent Policy Council. Parent Policy Council applicants will be added to the voting ballots and voting will take place beginning Monday November 2, 2020 and end on Friday November 6, 2020. Voting will be virtual. After elections, Parent Policy Council members will be required to take a COVID-19 test. The cost of the test will be covered by MHS.

## VISITOR PROCEDURES

**Access:** All visitors, including Mental Health, Disability, and other consultants or therapists, must comply with the General Requirements listed above, and may enter Birth to 5 centers only with a pre-scheduled appointment. Visitors must sign in upon arrival, and sign out immediately prior to departure. Those visitors who are visiting classrooms must restrict their movement to one designated classroom or testing area, and may be further limited within that designated space.

**Social Distancing:** Classroom visitors will remain in a seat on the periphery of the room as designated by one of that room's teachers. Other center visitors will likewise be directed to a designated area where they must remain until their visit is complete or they are directed otherwise.

**Notifications:** Matrix will disseminate information to visitors if there is a confirmed case of COVID-19 at sites they visited in the prior two weeks. The information will include any changes to the site's operation and appointments or delivery schedules, if necessary.

Visitors are obligated to report their own positive test results if they occur within two weeks of a visit to a Matrix site. The report must be made to the visitor's main contact person at Matrix; the staff person will then follow appropriate internal procedures for reporting. Matrix will clean and disinfect all areas that visitors may have spent time in.

**Deliveries:** Delivery people are exempt from the testing requirement, but must remain masked at all times when they are on Matrix property or in a Matrix facility. Truck drivers and others with deliveries are restricted to designated pick up and drop off locations within the site, and avoid contact with site staff members.

Those receiving deliveries must wear their regular PPE with gloves and wipe down packages with a disinfecting solution or wipe before opening them.



## RESOURCES

<https://www.matrixhumanservices.org/COVID19/>

*An online hub for COVID resources. CDC guidance is on the pages that follow.*

# Share facts about COVID-19

Know the facts about coronavirus (COVID-19) and help stop the spread of rumors.

**FACT  
1**

Diseases can make anyone sick regardless of their race or ethnicity.

Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

**FACT  
2**

For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be low.

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19.

**FACT  
3**

Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.

**FACT  
4**

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- When in public, wear a cloth face covering that covers your mouth and nose.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

**FACT  
5**

You can help stop COVID-19 by knowing the signs and symptoms, which can include:

- Fever
- Cough
- Shortness of breath

Seek medical attention immediately if you or someone you love has emergency warning signs, including:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

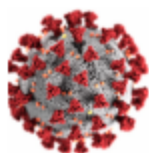
This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.



CS 939029-A 04/10/2020

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

# What you should know about COVID-19 to protect yourself and others



## Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



## Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



## Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



CS 3149378 96/01/2020



## Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



## Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



## Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

# Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

**\*Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

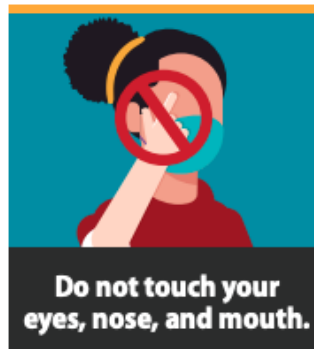


[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

3171432-A May 20, 2020 10:44 AM

# Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

316917-A May 13, 2020 11:00 AM

# How to Protect Yourself and Others

## Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
  - » Between people who are in close contact with one another (within about 6 feet).
  - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
  - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
  - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

## Everyone should

### Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

### Avoid close contact



- **Stay home if you are sick.**
- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people.**
  - » Remember that some people without symptoms may be able to spread virus.
  - » This is especially important for **people who are at higher risk of getting very sick.** [www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html)



CS142916 05/05/2020

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)



## Cover your mouth and nose with a cloth face cover when around others



- **You could spread COVID-19 to others** even if you do not feel sick.
- **Everyone should wear a cloth face cover when they have to go out in public**, for example to the grocery store or to pick up other necessities.
  - » Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- **The cloth face cover is meant to protect other people** in case you are infected.
- Do **NOT** use a facemask meant for a healthcare worker.
- Continue to **keep about 6 feet between yourself and others**. The cloth face cover is not a substitute for social distancing.

## Cover coughs and sneezes



- **If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

## Clean and disinfect



- **Clean AND disinfect frequently touched surfaces** daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html)
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** You can see a list of [EPA-registered household disinfectants here](#).



# How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

## WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



## USE THE FACE COVERING TO HELP PROTECT OTHERS

- Wear a face covering to help protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

## FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



## TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



CS-316488A 05/27/2020

Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

# Prevent the spread of COVID-19 if you are sick

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to help protect other people in your home and community.

## Stay home except to get medical care.

- **Stay home.** Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated.
- **Get medical care when needed.** Call your doctor before you go to their office for care. But, if you have trouble breathing or other concerning symptoms, call 911 for immediate help.
- **Avoid public transportation, ride-sharing, or taxis.**



## Separate yourself from other people and pets in your home.

- **As much as possible, stay in a specific room** and away from other people and pets in your home. Also, you should use a separate bathroom, if available. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.
- See COVID-19 and Animals if you have questions about pets: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#COVID19animals>



## Monitor your symptoms.

- **Common symptoms of COVID-19 include fever and cough.** Trouble breathing is a more serious symptom that means you should get medical attention.
- **Follow care instructions from your healthcare provider and local health department.** Your local health authorities will give instructions on checking your symptoms and reporting information.



If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**.

Emergency warning signs include\*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

**Call 911 if you have a medical emergency.** If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.

## Call ahead before visiting your doctor.

- **Call ahead.** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- **If you have a medical appointment that cannot be postponed, call your doctor's office.** This will help the office protect themselves and other patients.



## If you are sick, wear a cloth covering over your nose and mouth.

- **You should wear a cloth face covering over your nose and mouth** if you must be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.



**Note:** During the COVID-19 pandemic, medical grade facemasks are reserved for healthcare workers and some first responders. You may need to make a cloth face covering using a scarf or bandana.



CS 314129-4 05/03/2020

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

### Cover your coughs and sneezes.

- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw used tissues** in a lined trash can.
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



### Clean your hands often.

- **Wash your hands often** with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Use hand sanitizer** if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water are the best option**, especially if your hands are visibly dirty.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.



### Avoid sharing personal household items.

- **Do not share** dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash these items thoroughly after using them** with soap and water or put them in the dishwasher.



### Clean all "high-touch" surfaces everyday.

- **Clean and disinfect** high-touch surfaces in your "sick room" and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- **If a caregiver or other person needs to clean and disinfect** a sick person's bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.



High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.

- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**

- **Use household cleaners and disinfectants.** Clean the area or item with soap and water or another detergent if it is dirty. Then use a household disinfectant.

- Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- Most EPA-registered household disinfectants should be effective.

### How to discontinue home isolation

- **People with COVID-19 who have stayed home (home isolated)** can stop home isolation under the following conditions:



- **If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:
  - You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)AND
  - other symptoms have improved (for example, when your cough or shortness of breath has improved)AND
  - at least 10 days have passed since your symptoms first appeared.- **If you will be tested** to determine if you are still contagious, you can leave home after these three things have happened:
  - You no longer have a fever (without the use of medicine that reduces fevers)AND
  - other symptoms have improved (for example, when your cough or shortness of breath has improved)AND
  - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.

**In all cases, follow the guidance of your healthcare provider and local health department.** The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.