



# Agency Safe Reopening Manual

Updated October 2020



3101 Kingsbridge Terrace, Bronx, NY 10463 | [www.khcc-nyc.org](http://www.khcc-nyc.org) | 718-884-0700

**\*KHCC Hybrid Operations (in-person and remote services and functions)  
Monday - Friday (Only Respite on Weekends) until further notice.\***

**KHCC Main Point of Contact & Program Specific Plan**

- Adult Services & KHCCConnect - Alexandra Martinez\*\*
- Changing Futures - Noris DeJesus Petrone, Lisette Abreu\*\*
- [Early Childhood](#) - Marisol Rios\*
- Garden & Nutrition - Gerry Sherman\*\*
- Human Resources - Shaina Rodriguez\*\*
- Youth Department - Sadie Mahoney\*
  - [Summer Camp](#) - Brian Ortiz, Diana Marrero, Lamont Jackson\*
  - [Summer Bridge](#) - Marlene Delgado, Manuella Torres, Jessica Cuevas\*
  - [Respite/Special Needs](#) - Hajnalka Gabris, Maria Amaro-Alvarez\*

\*See program specific plan

\*\*[Onsite program schedule](#) developing on a weekly basis

[KHCC General Operations Plan](#)

**People**

**General**

- KHCC continues to operate as a hybrid (combination of in-person and remote services) agency. Programs have service-specific hybrid options based upon safety protocols.
- Anyone on KHCC premises must wear acceptable face coverings at all times. Face coverings must be cleaned or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded. KHCC provides disposable face masks for staff and participants. However, all are welcome and encouraged to wear their own cloth or disposable face coverings as available. All KHCC staff are REQUIRED to reinforce the policy that face coverings are worn by all, at all times.
- Supervisors ensure 6 ft. distance between personnel and/or participants, unless safety or a core function of the work activity requires a shorter distance.
- Upon entry, all entrants are prompted to use hand sanitizer, especially before and after touching frequently touched surfaces.
- Upon entry, all entrants have their temperature taken and recorded. Any person with a temperature above 100 will not be allowed to enter KHCC.
- Staff, participants and visitors must stay home if they are sick.
- Tightly confined spaces are occupied by only one individual at a time. All indoor spaces are kept at occupancy under 50% of maximum capacity.
- Any group meetings held in-person must be prior approved by the Executive Director, socially distanced and limited to 25 participants until further notice.
- No handshakes or touching is permitted (e.g. hugs, high-fives, etc.)
- Staff and participants are encouraged to bring or have multiple changes of clothes on hand in the event of contamination.

- All exposure (or potential exposure), temperatures, and quarantines will be kept strictly confidential. Anyone who violates confidentiality will be subject to disciplinary action.
- For any shared work spaces, employees must clean/disinfect the space/common equipment prior to using and after use.

#### **In-person Services Staff**

- All KHCC staff must have a timely COVID-19 negative test on file as part of their mandatory medical clearance. **Note: All staff must receive COVID-19 testing once a month (no community in-person engagement) or twice a month (working in-person with/within the community). KHCC offers free, onsite, nasal testing every other Wednesday to all staff provided by Imperial Pharmacy. It is staff's responsibility to remain compliant with their testing requirements. Supervisors must follow up to be sure their programs are properly staffed. If staff do not have a timely test they will not be allowed to work onsite. If there is no offsite work, staff will return home without pay.**
- Similar to all seasonal cycles of programming, those 12 and under require an updated medical clearance signed/stamped by their doctor within the last year. **Note: All families will be encouraged to take a COVID-19 Infection and/or COVID-19 Antibody test prior to coming to KHCC.**
- Frequent and thorough hand hygiene is being adhered to by staff, participants, and visitors. Supervisors ensure employees maintain a distance of at least 6 ft. at all times, unless safety of the core activity requires a shorter distance (e.g. jointly responding to the needs of a child).
- Staff and participants are practicing social distancing even when during cool-off periods
- KHCC staff are required to maintain hand hygiene stations when escorting participants into the bathroom: handwashing with soap, running warm water, and disposable paper towels.
- Staff are alternating bathroom breaks across groups, and maintaining direct communication with our facilities staff so that bathrooms can be cleaned multiple times during the day.
- Supervisors ensure that employee and participant groupings are as static as possible by having the same group of participants stay with the same staff whenever and wherever possible. Group size is limited to no more than 10 participants (not including employees/staff) when possible (no bigger than 15 per DOHMH guidance).
  - Groups and classrooms mix as little as possible. Spaces are disinfected after groups leave - all surfaces including equipment, tables, chairs, etc. All trash is discarded.
- Staff will limit the sharing of objects such as pens, office equipment, art supplies, gym supplies, and other toys, and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands and/or object before and after contact.
- Pick ups/Drop offs: Staff are following measures for participant drop-off and pick-up procedures to allow for strict 6 ft. distance between parents/guardians and employees, and daily temperature checks for participants and parents/guardians. (Note: Staff may

opt to conduct midday temperature checks in instances where participants are observed to be not feeling well, withdrawn, etc.).

- o Staff receive the participant(s) from the parent/ guardian at the beginning of the day at the welcome table in the parking lot (weather permitting) and bring the participant(s) out to the parent/guardian at the end of the day to avoid entering the facility or program area.
- o Staff sign in participants, disinfect utensils and/or provide writing utensils to parents/guardians that are in-turn moved to a “ready to disinfect” cup
- o All receive a temperature check; Those with a temperature over 100 degrees will not be able to attend KHCC that day. Parents are asked to take participants home and observe for 24 hours. Staff are asked to return home and monitor their symptoms/fever before returning to work. Staff may be required to submit a negative COVID-19 test prior to returning to work depending on other presenting symptoms.
- Program supervisors ensure accurate emergency contacts of all participants and staff. Parents must be reachable by cell, work or home numbers (or via their emergency contacts on file) in case of a suspected COVID-19 exposure.
  - o If/when a staff member or participant tests positive for COVID-19, the relevant program supervisor is responsible for notifying the following
    - Parents/families of our participants with a letter directed from the DOE [https://docs.google.com/document/d/1af-zCp54DI3GYUbZeW7v\\_u1cgxSvLs4L2FDDj92BCAM/edit](https://docs.google.com/document/d/1af-zCp54DI3GYUbZeW7v_u1cgxSvLs4L2FDDj92BCAM/edit)
    - AND KHCC HR and Executive Director. KHCC HR is responsible for notifying any affected personnel and sent a letter directed by the DOE on what to do and next steps. <https://docs.google.com/document/d/1tvUMUS2haWINspka2v6qUKDNP5Rcw2XUc8BxMZsO5zk/edit>
  - o The KHCC Executive Director is responsible for notifying state and local health departments and facilities.
  - o In the event of a positive COVID-19 test among participants and/or staff, KHCC reserves the right to shut down operations for 24 hours and up to 3 days to ensure effective cleaning and disinfection.
- All participants are encouraged to store a change(s) of clothes in a sealed bag in case of contamination.

**Safety Checklist:**

Ongoing	Who	Daily before entering bldg (midday check as needed)*	Who
Daily health symptoms/exposure screenings	Program	Temporal check	Program & Reception

Hygiene & mask training	Program	Hand Sanitizer	Program, Reception & Facilities
COVID expert/ DOH liaison/ Report to DOE/DOH/DYCD	Executive Director & HR	Notify funding sources	Program
Contact Tracer	Executive Director & HR	Symptoms, exposure**	Program, Reception & HR
Health Director	Program	Mask, gloves, PPE	All
Document*	Program & Reception	Document*	Program
Reviews docs**	Chief Program Officer	Reviews docs**	Chief Program Officer & designed program staff

**\*MUST BE CONFIDENTIAL**

**\*\*Screening must ask about (1) COVID-19 symptoms in the past 14 days, (2) positive COVID-19 test in the past 14 days, and/or (3) close or proximate contact with a confirmed or suspected COVID-19 case in the past 14 days. Responses must be reviewed and documented daily.**

### Places: Facilities

- The Buildings and Grounds team have created and reinforced, KHCC utilizes one entry/exit for youth programs (library/youth lounge) and a separate entry/exit (main door by reception) for early childhood.
- Signage will be posted inside and outside of the facility to remind individuals to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.
- Facilities staff have posted directional signs indicating where participants should go throughout KHCC property and used spaces.
- Social distancing markers have been posted using tape or signs that denote 6 ft. of spacing in commonly used spaces including the front room, gym, youth lounge, college loft, classrooms, computer rooms, clock in/out stations, health screening stations, bathroom urinals and sinks, areas where groups may wait for others in bathroom, hallways, elevator, etc
- Plexiglas has been installed at reception, in other daily check points (e.g.parent pick ups), nurses station (school year) and exits as needed (plexiglass will not be necessary at open air parking lot welcome table).
- Rooms have been reconfigured for 50% capacity. Seating is socially distanced by 6 feet where possible.



- Pick ups/deliveries by vendors must take place prior to, or after program hours. If this is impossible, vendor visits must be limited and have prior approval by the Facilities Director or Operations Manager.
- Visitors are being limited entry - If unavoidable, visitors must sign in and leave contact information in case of COVID-19 exposure. For contactless deliveries, this is unnecessary.
- A cleaning log is being maintained in all common spaces (including vans) via posted clip boards and/or within binders, with room to document the date, time, and scope of cleaning and disinfection between 2-3 times a day.
- Bathrooms areas are cleaned 3 times a day.
- Receptacles are placed around the facility for disposal of soiled items, including PPE.
- Hand sanitizer stations have been installed in convenient locations (e.g. entrances/exits, security/reception desks).
- All classrooms have either windows or doors that open for fresh air and/or have a fan.

**Processes: Program and Disinfectant Schedule -**

KHCC will adhere to hygiene and sanitation requirements from the **Centers for Disease Control and Prevention** (CDC) and **Department of Health** (DOH) and maintain cleaning logs onsite that document date, time, and scope of cleaning. Note personnel changes may occur, but the work will be completed.

<b>Areas</b>	<b>Pre-program Needs</b>	<b>Responsible / Clean log AM</b>	<b>Responsible / Clean log MID</b>	<b>Responsible / Clean log PM</b>
Blue room, Admin & ECS Conf 8a-8p	By 8am daily, room must be disinfected ceiling to floor; sanitizer. After end of day the rooms gets disinfented.	Hector		Waldry
Classrooms Site 1 8a-6p	By 8am/12pm/8pm daily, room must be disinfected ceiling to floor; sanitizer, soap, towels restocked.	Hector	Troy	Waldry
Classrooms Site 2 8a-6p	By 8am/12pm/8pm daily, room must be disinfected ceiling to floor; sanitizer, soap, towels restocked	Darryl	Darryl	Hugo
Youth Lounge, mini-comp & Loft	By 8am/8pm daily, room must be disinfected ceiling to floor; sanitizer	Hector	Troy	Waldry

8a-8p				
Gym 8a-8p	By 8am/8pm room disinfected	Hector	Troy	Waldry
1st Floor Bathroom 8a-8p	By 8am/12pm/8pm daily, room must be disinfected ceiling to floor; sanitizer, soap, towels restocked	Hector	Troy	Waldry
2nd Floor Bathroom 8a-8p	By 8am/12pm/8pm daily, room must be disinfected ceiling to floor; sanitizer, soap, towels restocked	Hector	Troy	Waldry
ECS Bathroom 8a-5p	By 8am/11am/3pm room disinfected	Hector	Hector	Hector
Front Room 11a-4p	By 11am/6pm	Hector		Hugo
Vans noon-8pm	By 9am/9pm each vehicle will be disinfected	Troy		Waldry
Site 1 Common Surfaces 8a-8p	By 8am/8pm each morning	Hector		Waldry
Site 2 Common Surfaces 8a-5p	By 8am/12pm/8pm each morning	Darryl	Darryl	Hugo
Stern House & ECS Therapy & Waiting Rooms	Once a day, sanitizer refilled	Hugo/Hector	Hugo	Hugo
Site 2 gym	Once a day	Darryl		Hugo
Offices	Once a day and as needed, especially for shared office space/equipment. This is <b>not</b> facilities' responsibility.	STAFF	STAFF	STAFF
Tables,	Anytime programs change	STAFF	STAFF	STAFF

chairs, counters, toys, outdoor equipment	places and use a new room for services, disinfect prior to use. Avoid using any space/equipment that you have not disinfected prior to use.			
High frequency areas inside a shared space.	Facilities will clean and disinfect at night but it is NOT their responsibility.	STAFF	STAFF	STAFF

### PPE and Disinfectants

- Face coverings must be cleaned or replaced after use, or when damaged or soiled. Face masks may not be shared, and should be properly stored (personal cloth) or discarded (disposable).
- All staff will have PPE at no cost to them
  - Staff will be trained on mask care and disposal
  - Staff will be trained on infectious disease control and glove care
- Plastic bags will be provided when contamination of clothes has occurred in order for participants or staff to transport home for laundering.
- Cleaning products will be available to staff at Reception for use in disinfecting spaces.

### Nutrition and Food

#### Kitchen Management:

- The head cook must maintain food production records
  - Seasonal menus are posted in the kitchen
  - All kitchen operations must abide by food service safety
  - CACFP is required to approve seasonal menus
  - The kitchen will not accept back leftover drink and/or snack containers. All dishes and water bottles will be washed/sanitized.

#### Program Management:

- Tables/chairs must be sanitized prior to participants arriving in eating areas (i.e. Youth Lounge, Classrooms, Front Room, etc.)
- All must wash hands or use hand sanitizer before and after eating
- Meals will be prepared in individual to-go boxes for both in-house “hot” food, and for cold “brown bag” lunches provided to groups of participants traveling off-site. Food/utensils will not be shared. Family style meals will not be possible until further notice.
- Participants will eat with 6 feet socially distanced spacing. Food boxes will be discarded afterwards.
- All staff and participants must wash/sanitize hands and reapply their masks after eating
- Staff will disinfect tables and chairs after snack and lunch periods



- Stable groups of participants will remain separated during snack/meals times
- Snacks and meals will be served at separate tables with seating at least 6 ft. apart from other tables, as feasible.

## Activities

### For sport and athletic activities:

- Staff will keep stable groups of participants separated;
- Staff will focus on activities with little or no physical contact (e.g. hiking, running, group field games, etc.);
- Program supervisors will encourage sports that involve less physical closeness over those that are close-contact activities that involve shared equipment;
- Staff will encourage activities that are lower risk such as skill-building (drills, warm-up, cool down) and conditioning (strength, stretching, etc.);
- Cleaning and disinfection must be done prior to use of outdoor equipment (garden tools, benches, picnic tables) and in door social/recreation spaces (gym, computer rooms, etc.)

## Transportation

When transportation occurs, participants will travel with the same cohorts to and from the center.

- When traveling by yellow bus, passengers will travel one person per seat; when traveling by van, passengers will travel at 50% capacity (e.g. 15 passenger vans will travel with 1 driver, 1 staff, and 7 participants).
- All individuals (driver, employees, and children) over age 2 and able to medically tolerate a face covering must wear face coverings when traveling by bus or agency vehicle.
- When transportation occurs:
  - Staff will ensure that when passengers are boarding the vehicle, they are occupying seats from back to front, where feasible.
  - Staff will aim to increase ventilation, when weather permits, within any vehicle (e.g. opening the top hatches of buses or opening windows).
  - Drivers and matrons will clean and disinfect the high contact surface areas in the vehicles before and after each trip with participants. High contact surface areas include steering wheels, consoles, door handles, etc.
  - Staff will document before and after cleaning routines using logs that are stationed in each van and monitored
- Before and after using the van, staff are to support B&G and quickly wipe down the seats and doors as precaution.
  - Drivers and matrons will clean and disinfect the high contact surface areas in the vehicles before and after each trip with participants. High contact surface areas include steering wheels, consoles, door handles, etc.

- Staff will document before and after cleaning routines using logs that are stationed in each van and monitored.

## Isolating Possible Exposure

Weather permitting, KHCC staff will strive to have parents drop off and pick up participants at the respective welcome table(s) in the KHCC parking lot/entrance way. In the event of rain or thunder, the welcome table will move to the KHCC library, youth lounge and/or reception entrance. This will limit the need for parents/caretakers to enter KHCC buildings even when no possible COVID-19 exposure is known or suspected.

In the event that a parent/guardian of a participant must be isolated because they have tested positive for, or exhibited symptoms of, COVID-19, the parent/ guardian must be advised that they cannot enter the site for any reason, including picking up their child.

If the parent/guardian – who is a member of the same household as the participant – is exhibiting signs of COVID-19 (or has been tested and is positive for the virus), KHCC staff will utilize an emergency contact authorized by the parent to come pick up the child. As a “close contact,” the participants will not be allowed to return for the duration of the quarantine and must provide a negative COVID-19 test result.

If the parent/guardian– who is a member of the same household as the child/camper – is being quarantined as a precautionary measure without symptoms or a positive test, staff should walk out or deliver the participant to the parent/guardian at the boundary of, or outside, the premises. As a “contact of a contact” the participant may return to KHCC during the duration of the quarantine and be monitored closely.

If a child/camper or their household member becomes symptomatic for COVID-19 and/or tests positive, the child must be quarantined and may not return to the KHCC programs until after the quarantine is complete. For those testing positive, KHCC requires a negative COVID-19 test result prior to returning.

## Pre-Screening, Tracers & Liaisons

### Pre-screening Questions/Instructions:

- Are you or anyone in your household experiencing symptoms (loss of taste, smell; headache, high fever, dry cough, sore throat). Is there anyone you have been around in the last 2 weeks showing these symptoms?
- Have you traveled out of the country or to a NYS designated state in which you must quarantine in the last two weeks?
- To the best of your knowledge, in the past 14 days, have you been in close contact (within 6 feet for at least 10 minutes) with anyone while they had COVID?
- If so, **CALL** your physician or 311. It is important that you call before showing up to an office or ER with symptoms so you do not risk infecting others. Your physician will determine next steps including testing.

- Make sure to continue routine cleaning and handwashing at home
- Please note: hospital staff will not ask about immigration status.
- Receiving health care is not a public benefit by the public charge rule.
- Strict laws protect patient confidentiality.
- If the participant or family members respond “Yes” to questions, immediately send them home and consult a supervisor and the Executive Director to assess urgent safety risks and next steps.
  - The team will instruct the participant to remain at home and contact their medical professional immediately or call 311. Staff will further instruct the impacted participant or family member to use a mask, place themselves in a separate room with the door closed if possible, and get assessed by a medical professional immediately before any visitation arrangements are made.
  - In all circumstances above, staff will instruct the participant or family member to notify the receiving medical provider and transporter in advance of the potential concern for COVID-19.
  - Staff will further Instruct the family and the participant to stay home and to contact the NYS DOH for further guidance and self-imposed quarantine for 14 days.
  - The participant and/or family will not be permitted to come to KHCC until they have received a negative COVID-19 test result.
- If a staff member is symptomatic upon arrival at work or becomes sick with COVID-19 symptoms while at work, the staff member must be separated and sent home immediately. If the employee does not feel well enough to leave on their own, the program leader should assist with arrangement of ambulance services, if appropriate, or other safe transportation home, such as calling a family member to accompany the staff member home. If 911 is called, complete and submit a DECE Occurrence Report. Any adults waiting with the employee should stay at least six feet away from the employee in the designated isolation space. Strongly advise the staff member to visit a doctor and get tested for COVID-19, and provide the information of the closest testing site, if asked.

## If Symptoms and/or Positive COVID-19 Test

- All KHCC staff must be familiarized with the symptoms of COVID-19. These symptoms may include:
  - Fever or chills,
  - Cough, shortness of breath or difficulty breathing,
  - Fatigue,
  - Muscle or body aches,
  - Headache,
  - Loss of taste or smell,
  - Sore throat, congestion or runny nose,
  - Nausea or vomiting,
  - Diarrhea.
  - If a child is showing any symptoms of COVID-19, program staff should:
    - Escort the child to the isolation space while wearing appropriate PPE and the identified site safety monitor will assess

- If 911 is called, complete and submit a DECE Occurrence Report.
- If the child is stable enough, notify the child's parent/guardian to come and pick up the child. Strongly advise the family to visit a doctor and get the student tested for COVID-19, and provide the information of the closest testing site, if asked.
- Upon completing the supervision of the child (transferring custody to the parent/guardian), the staff member should remove gloves (taking care to touch only the inner surface of the glove) and wash hands. Then remove the following in this order taking care to touch only the back of the items: face 2 covering, smock, then wash hands. Hands should be washed after removing each item. All items should be disposed of in a regular garbage bin, or washed for reuse, as appropriate. Staff should utilize their spare set of clothes and leave prior set of clothes in a sealed garbage bag and safely wash them at home.
- KHCC will immediately close off areas used by any person with COVID-19 symptoms.
- KHCC will immediately isolate any person with symptoms in a room maintained with a supply of medical and emergency equipment and supplies including go bags/kits and appropriate personal protective equipment (PPE), including, but not limited to N95 respirators, gloves, gowns, and face shields or goggles.
- Thoroughly clean and disinfect any affected areas according to the CDC guidance on Cleaning and Disinfecting the Facility.
- Open outside doors and windows to increase air circulation in the affected areas, to the extent practicable while maintaining all health and safety standards.
- Wait 24 hours before clean and disinfect the affected areas. If 24 hours is not feasible, wait as long as possible (at least 2 hours).
- Clean and disinfect all areas used by the person with COVID-19 symptoms, such as the isolation space, bathrooms, common areas, and shared equipment.
- After cleaning and disinfecting the affected areas, these areas can be used for other purposes.
- If a child or staff member is exhibiting COVID-19 symptoms, but there is no laboratory-confirmed positive test result, there is no requirement to close the classroom or program building.
- If the symptomatic individual gets tested, the person must stay home while waiting for their test results for at least 14 days and cannot attend the program (or any other child care program).
  - If a positive case is confirmed, programs must follow the protocols in the next section.
  - If a negative laboratory-confirmed test result is received, the individual may return to the program if they have been fever-free for 24 hours without the use of fever-reducing medication AND their overall illness has improved.
  - If the symptomatic individual does not get tested, then the individual cannot return to the program until:
    - 14 days have passed since the first symptom; AND
    - The individual has been fever-free for 24 hours without the use of fever-reducing medication; AND
    - Their overall illness has improved.

- KHCC is not required to notify families when someone in the program has symptoms of COVID-19 (as long as the case is not confirmed).
- KHCC will immediately inform participants, families and staff who are presumed to be close contacts of the positive case because they are from the same classroom, group or area as the individual who tested positive. If individual in classroom or group (pod), pod will be closed for 14 days. HR and ED will send the updated letter to impacted programs and staff for distribution to participants.
- Learning must continue remotely for all children from DOE-contracted classrooms who are in quarantine.
- All information is confidential.
- **Two or More Confirmed Cases in a Program**
  - If the cases are in the same classroom: The program stays open for in-person services, but the affected classroom must remain closed for 14 days; all students and staff in close contact with the positive cases must quarantine for 14 days.
  - If the cases are in different classrooms: The program must close all in-person DOE services for a minimum of 24 hours while the DOHMH and NYC Test + Trace Corps conduct their investigation.
  - The DOHMH and NYC Test + Trace Corps will determine if the program needs to remain closed beyond the minimum 24 hours in order to reach the conclusion of the investigation.
  - If at its conclusion, the investigation is unable to determine a link between the cases, or if exposure outside the program setting is not confirmed for each case, the program must close all in-person DOE services for 14 days.
  - This closure must include all DOE-contracted classrooms in the program (and any staff who work in any capacity with these contracted classrooms, including program administrators). The DOE strongly encourages closing any non-contracted classrooms as well.
  - All DOE-contracted classrooms are required to transition to remote learning services for the duration of any classroom or program closure.

### Tracing

- In the case of an employee or participant testing positive for COVID-19, KHCC must trace close contacts in the workplace and inform contacts that they may have been exposed to COVID-19:
  - KHCC has current emergency contacts for all staff and participants (including any parents, guardians, those approved for pick up/drop offs)
  - Visitors must log their contact information in our visitor log (reception area).
  - Script: We have been notified that one of our [employees/participants] has been diagnosed with the novel coronavirus, also known as COVID-19. As such, anyone at [location] may have been exposed to this virus. According to the Centers for Disease Control and Prevention (CDC), the virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. If you experience symptoms of respiratory illness (fever, coughing or shortness of breath), please inform human resources at [contact information] and

contact your health care provider. KHCC will keep all medical information confidential and will only disclose it on a need-to-know basis. As you may have been exposed, please take precautions as if you have: isolate for 10 days, do not visit sick/elderly loved ones, advise those you are in contact with; wear a mask in public, and exercise good hygiene (i.e. frequent hand-washing). For more information on COVID-19, including symptoms and treatment, visit the CDC website at [www.cdc.gov](http://www.cdc.gov).

- Anyone who is preemptively quarantined based on exposure to someone who has tested positive (within 6ft for more than 10 minutes) may be tested after 10 days if no symptoms present. However, they may not return to KHCC until they have a negative test result and after 14 days from last exposure.

### **Liaising**

- KHCC will utilize DECE established nurse telephone hotline (212-287-0186)
- **In the case of an employee or participant testing positive for COVID-19, KHCC Executive Director and/or Human Resources Director must contact the following entities:**
  - **Notify via [NYS DOH 866-692-3641](tel:866-692-3641) (electing DOE affiliation will be same as DOE communication - only go through DOE form below to avoid duplication)**
  - **Notify via [NYC DOE form](#)**
  - **Notify via [DYCD form](#)**
  - **Notify NYC DOHMH Bureau of Child Care Borough office(PDF) by phone or email [childcareinfo@health.nyc.gov](mailto:childcareinfo@health.nyc.gov)**
  - **Notify the NYC Test and Trace Corps at [CovidEmployerReport@nychhc.org](mailto:CovidEmployerReport@nychhc.org)**
- Script: We have been notified that one of our [employees/participants] has been diagnosed with the novel coronavirus, also known as COVID-19. As such, anyone at [location] may have been exposed to this virus.
  - We have contacted the following individuals to advise them of their potential exposure:
- KHCC will post its Safe Reopening Plans near other labor notifications at its sites



## DOE Chart on Classroom vs Site Closure

Summary of Confirmed COVID-19 Case Outcomes for DOE-Contracted Programs

Conclusion of Investigation	During Investigation (for at least 24 hours)	Post Investigation
A. One confirmed case	Close classroom, transition to remote learning.	Classroom remains closed for 14 days; all children and staff in close contact with positive case quarantine for 14 days.
B. At least two cases in same classroom	Close classroom, transition to remote learning.	Classroom remains closed for 14 days; all children and staff in close contact with positive case quarantine for 14 days.
C. At least two cases in different classrooms, linked together in program	Close all contracted classrooms in program (strongly encouraged to close non-contracted classrooms) for investigation period of at least 24 hours.  Transition DOE-contracted classrooms to remote learning.	All contracted classrooms not under quarantine open post investigation period (at least 24 hours).  Classrooms of each case remain closed for 14 days; all children and staff in close contact with positive cases quarantine for 14 days.
D. At least two cases in different classrooms, linked together by circumstances outside of program	Close all contracted classrooms in program (strongly encouraged to close non-contracted classrooms) for investigation period of at least 24 hours.  Transition DOE-contracted classrooms to remote learning.	All contracted classrooms not under quarantine open post investigation period (at least 24 hours).  Classrooms of each case remain closed for 14 days; all children and staff in close contact with positive cases quarantine for 14 days.
E. At least two cases in different classrooms, not linked, but exposure confirmed for each case outside of program setting	Close all contracted classrooms in program (strongly encouraged to close non-contracted classrooms) for investigation period of at least 24 hours.  Transition DOE-contracted	All contracted classrooms not under quarantine open post investigation period (at least 24 hours).  Classrooms of each case remain closed for 14 days; all children and staff in close contact with positive cases quarantine



Conclusion of Investigation	During Investigation (for at least 24 hours)	Post Investigation
	classrooms to remote learning.	for 14 days.
F. At least two cases in different classrooms, link unable to be determined	Close all contracted classrooms in program (strongly encouraged to close non-contracted classrooms) for investigation period of at least 24 hours. Transition DOE-contracted classrooms to remote learning.	Close all contracted classrooms in program for 14 days (strongly encouraged to close non-contracted classrooms).

## Data, Technology and Personal Information Protections

### ***Videoconferencing, Remote Learning and Providing a Safe Environment***

#### ***Virtual Meetings, Available Videoconference Apps, and Security of Users***

Kingsbridge Heights Community Center (KHCC) has policies and procedures in place to procure videoconference applications (platforms) that comply with the security features, and functionality to protect the confidentiality, and safety of participants. KHCC will train the staff that will be moderating (hosting) virtual meetings, on the effective use of these applications, and make sure the applications used by its staff to conduct virtual meetings, will allow them to control the following functions:

- Enable passwords for attendees to authenticate themselves before entering the meeting.
- Enable, and take control of functions like Waiting Room where guests will wait for host to start meeting.
- Enable and disable private chat among participants
- Decide whether participants can share screen or hosts only.
- Mute audio from one or all participants.
- Create breakout rooms to divide participants into smaller groups.
- Lock the meeting at a point when nobody will be allowed to enter.
- Record the meeting
- Let meeting participants enable or disable their own recording if so they choose.

Program managers and employees in charge of virtual meetings will make sure of the following:

- Notify participants in advance and at the start of the meeting if the virtual is to be recorded and allows participants to turn off their video feed.
- Notify parents/guardians of youth under age 18, in advance, about the purpose/schedule of all virtual meetings and whether they will be recorded.
- Ensure, before each virtual meeting, that participants understand the system's basic functions (e.g., how participants to turn off cameras and mute/unmute their microphones)
- Ensure that staff protect participant personal identifying and other confidential information during virtual programming and comply with the City's Identifying Information Law
- Ensure proper participant consent is in place
- Staff hosting the virtual meeting will retain the records pertaining to meetings as required by DYCD contract.

Program Management will provide a code of conduct agreement that all employees hosting meetings, and participants (parents in the case of underage children) will read, agree to abide by, and sign. The code of conduct contains the expected behavior during virtual meetings as well as the consequences for not respecting it. The purpose of the code of conduct is to ensure a safe virtual environment during virtual meetings by declaring zero tolerance to profanity, nudity, cyber-bullying, sexual harassment, and any other unethical behavior.

KHCC program manager, and employees will make sure to communicate the standards contained in the code of conduct agreement to participants, parents and guardians; and make it clear that participants who do not comply will be removed from virtual program activities.

Kingsbridge Heights Community Center (KHCC) will provide periodic training, and guidance to program manager, and employees on the following:

- Understand and fulfill their responsibilities regarding incident reporting and compliance with DYCD's Social Media Policy.
- Understand and comply with state, and federal laws governing the protection of confidentiality, and integrity of Personal Identifiable Information (PII).

See [KHCC General Operations Plan](#) - Data and Cybersecurity begins on page 67.

## Garden Operating

Participants will be allowed into the KHCC park and garden areas under staff supervision. They must continue to wear facial coverings, social distance, and refrain from sharing water bottles, equipment, and other common surfaces. The KHCC grounds allows for lots of fresh air and effective social distancing practices.

## KHCC Organizational Information

KHCC is governed by its Board of Directors, [See Bylaws here.](#), which is responsible for the oversight of the Organization.

### **CHAIN OF COMMAND**

The Board of Directors of KHCC is responsible for directing overall activities, affairs, policies and properties of the agency, except as otherwise provided by statute or By-laws. The Board of Directors delegates responsibility for daily operations to, and oversees, the Executive Director. It shall be the responsibility of the Executive Director to operate the programs of the agency on a day-to-day basis in a manner consistent with the approved policies of the Board of Directors. In consultation with the Board of Directors, or representatives designated by the Board, the Executive Director shall engage personnel on behalf of the corporation. KHCC's staff members are accountable to, among others, the Executive Director, through whom all communication to the Board is channeled except under conditions specified in the Whistleblower Policy. KHCC's Human Resources staff oversee procedures and practices to utilize a system for checks and balances to ensure compliance and ongoing oversight in the respective areas.

## Donations

When donated items are received at reception, the donor must give an estimated value. Reception will send an email to the Development Department with a description of items, donor and estimated value. Development will send an in-kind letter, where relevant. Any delivered items will be disinfected and provided to the appropriate KHCC service provider.

## Media Coverage

All press inquiries about KHCC and media engagement should be managed by the Communications team. Questions about programs, agency news and staff should be forwarded to the Communications team. Direct all emails to the team at [communications@khcc-nyc.org](mailto:communications@khcc-nyc.org). No one is authorized to speak to the press on behalf of KHCC without consent from the Executive Director or Communications Manager.

## Emergency Response Plan

The following codes will be used to organize an appropriate response to these types of events:

- **MEDICAL EMERGENCY:** This designation will be used for those situations when someone goes into Cardiac Arrest and/or needs CPR/AED
- **LOCKDOWN:** This designation will be used for those situations that require participants and staff to stay in the building in as safe a manner as possible.
- **EVACUATE:** This designation will be used for those situations when all participants and staff need to evacuate the building, possibly relocating to another location.
- **SHELTER:** This designation will be used in situations when staff and participants need to assess weather conditions and decide if it's safe to release participants or find a safe location indoors.

### B. Overall Emergency Procedures

Please adhere to the following to ensure situations are handled effectively:

1. Notify the Executive Director or Facilities Director immediately who will then notify Department Heads as applicable. If it is a **LIFE THREATENING SITUATION**, call 911 immediately and then notify the Executive Director.
2. **One** person will be designated as the in-charge staff person by the Executive Director.
3. That person should be given your full cooperation and their directions followed without undue questioning. Please share any relevant information you have calmly and clearly. Identify whether the information is from your personal observation or second hand.

4. Decisions to call police, fire or other outside agencies should only be made by the person in charge. (EXCEPTION BEING A LIFE THREATENING SITUATION)
5. Given the confusion/rumors that usually are part of an emergency, staff need to be a calming part of the solution. If you are too emotionally involved to be helpful, please remove yourself from the situation. If you see something that does not make sense to you, try to get an explanation only if critical. Do not unilaterally make a decision without checking with the person in charge.
6. While everyone during an emergency wants to be helpful, please ask yourself if there are enough people already involved and if so, leave and do not add to the confusion. You can also ask if additional help is needed before leaving.

Our intent is to provide assistance in a calming environment. By following the above you will help ensure that the best, most positive outcome will result.

[To access/review the full KHCC emergency response plan.](#)

## Whistleblower Hotline through Lighthouse Services

*Whistleblower Hotline through Lighthouse Services-* We have established a Whistleblower Hotline through Lighthouse Services that is sent directly to KHCC Chair Board of Directors and other elected Board Members as an added preventive measure. That purpose is to report fraud, unlawful, unethical and other types of improper behavior that you felt was not handled to your full satisfaction.

**This hotline is not a substitute for routine communications within our organization between Supervisor/Management, Human Resources and the Executive Director, particularly as to workplace duties. Likewise, it does not replace communications with Human Resources staff about benefit issues or other job related issues.**

This Whistleblower hotline is an additional communication tool for specific types of situations and it is provided because we believe that it is a good business practice to have additional checks and balances should you feel your reporting was not properly addressed or investigated.

Regular business matters that do not require anonymity should be directed to the employee's supervisor and should not be submitted using this service.

- ❖ **Website:** [www.lighthouse-services.com/kingsbridgeheightscc](http://www.lighthouse-services.com/kingsbridgeheightscc)
- ❖ **Toll-Free Telephone:**
  - English speaking USA and Canada: 855-650-0005
  - Spanish speaking USA and Canada: 800-216-1288
  - Spanish speaking Mexico: 01-800-681-5340
  - French speaking Canada: 855-725-0002
- ❖ **E-mail:** [reports@lighthouse-services.com](mailto:reports@lighthouse-services.com) (must include company name with report)
- ❖ **Fax:** (215) 689-3885 (must include company name with report)

## Fiscal

All fiscal guidelines remain the same under in-person services as under emergency conditions.

[Click here for the fiscal policy manual.](#)

## Human Resources

### Employee Handbook

The Employee Handbook is designed to acquaint you with Kingsbridge Heights Community Center (KHCC) and to provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the Employee Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by KHCC to benefit you as an employee. One of our objectives is to provide a work environment that is conducive to both personal and professional growth. [Click here to access the KHCC Employee Handbook.](#)

### Offsite Services Staff

See KHCC policies and expectations for remote work [HERE](#).

### Possible COVID Exposure

Refer to [DOH guidance](#) regarding protocols and policies for employees, parents/guardians, or children/campers and youth interns seeking to return to work or the site after a suspected or confirmed case of COVID-19 or after such person had close or proximate contact with a person with COVID-19.

[Next steps and required documentation](#)

### 'Injury on the job - Workers' Compensation Insurance and Return-to-Work Program

KHCC provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to the applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor and document it immediately (within twenty four (24) hours). No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

If the injury results in a prolonged absence from work, you may be a candidate for our Return-to-Work Program. This program is designed to minimize the disruption and uncertainty



that can accompany an on-the-job injury for both KHCC and our employees. The Return-to-work Program offers a medically approved light-duty transitional assignment in anticipation of return to full duty, or vocational rehabilitation, if necessary.

It is our goal to maintain a safe workplace for our employees. When an injury does occur, our Return-to-Work Program helps make the process of returning to work as smooth and efficient as possible. This process includes the employee, doctor and supervisor to ensure your health and recovery is always given top priority.

Everyone should be alert for potential accidents and strive to eliminate them. If you are aware of an unsafe act or condition, it should be reported immediately to your supervisor to be addressed. This action may prevent an injury from occurring. Only by working together we can provide a safe and secure work environment.

## Resources

<https://ocfs.ny.gov/programs/childcare/#t1-Updates-and-Important-Announcements>

[https://rebny.com/content/dam/rebny/Documents/PDF/Resources/CoronavirusResources/Guidelines\\_Commercial%20Building%20Reentry\\_FINAL.pdf](https://rebny.com/content/dam/rebny/Documents/PDF/Resources/CoronavirusResources/Guidelines_Commercial%20Building%20Reentry_FINAL.pdf)

[https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYS\\_BusinessReopeningSafetyPlanTemplate.pdf](https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYS_BusinessReopeningSafetyPlanTemplate.pdf)

<https://opwdd.ny.gov/system/files/documents/2020/06/6.5.2020-updated-return-to-work-guidance.pdf>

[https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/Childcare\\_and\\_Summer\\_Camps\\_Summary.pdf](https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/Childcare_and_Summer_Camps_Summary.pdf)

<https://www.shrm.org/resourcesandtools/tools-and-samples/hr-forms/pages/notice-of-workplace-exposure-to-a-communicable-disease.aspx>

**New York State Department of Health (DOH) Novel Coronavirus (COVID-19)  
Website Centers for Disease Control and Prevention (CDC) Coronavirus  
(COVID-19) Website Occupational Safety and Health Administration (OSHA)  
COVID-19 Website**

Workplace  
Guidance

**CDC Guidance for Businesses and Employers to Plan, Prepare and Respond to  
Coronavirus Disease 2019 OSHA Guidance on Preparing Workplaces for COVID-19**

**NYC <https://www1.nyc.gov/nycbusiness/article/reopening-guide>**

<https://www1.nyc.gov/assets/doh/downloads/pdf/imm/covid-19-reopening-nyc-faq.pdf>

Personal Protective Equipment  
Guidance

**DOH Interim Guidance on Executive Order 202.16 Requiring Face Coverings for Public and Private Employees OSHA Personal Protective Equipment**

Cleaning and Disinfecting  
Guidance

**New York State Department of Environmental Conservation (DEC) Registered Disinfectants of COVID-19 DOH Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19 CDC Cleaning and Disinfecting Facilities**

Screening and Testing  
Guidance **DOH COVID-19  
Testing CDC COVID-19  
Symptoms**