

Worksite Specific Plan

Department: Kern Behavioral Health and Recovery Services

Contact(s): Alison Burrowes, aburrowes@kernbhhs.org, (661) 473-3267

Worksite Location(s):

- 3300 Truxtun Ave., 93301
- 820 34th Street, 93301
- 222 34th Street, 93301
- 2001 28th St., 93301
- 1120 21st. Street, 93301
- 1401 L Street, 93301
- 1415 Truxtun Ave, 93301
- 1831 Ridge Road, 93305
- 300 E. Truxtun, 93305
- 2100 College Ave, 93305
- 2151 College Ave., 93305
- 2621 Oswell Street, 93306
- 3715 Columbus Ave., 93306
- 1600 E. Belle Terrace, 93307
- 2300 S. Union Ave., 93307
- 2525 North Chester Ave., 93308
- 17635 Industrial Farm Rd., 93308
- 3600 N. Sillect Ave., 93308
- 5121 Stockdale Hwy., 93309

A. Individual Control Measures and Screening

Provide a detailed explanation of what your Department is doing with regard to the following:

Temperature and/or Symptom Screening

KernBHRS has implemented a pre-entry screening at all worksites. The screening is conducted for all staff, visitors, and clients presenting to the facilities. Screening includes key symptoms, contact with positive cases, and a temperature check using a contact-less thermometer. A screening checklist and protocol has been developed and shared with staff. Staff who screen positive for symptoms are requested to return home until they receive medical clearance to return to work. The procedure for responding to positive exposures on the worksite is outlined in a Staff Exposure Protocol.

Face Coverings

KernBHRS has released general PPE guidelines, as well as guidelines for the use of face masks. All staff are required to wear a mask onsite in any common areas outside of a separate office or

distanced workspace. Staff in acute care settings where close contact and medical services may be necessary are also provided and fitted for N95 masks to use in these settings. Visitors and clients coming into worksites are requested to wear surgical or fabric masks onsite. The department has provided masks to all staff and has masks onsite to provide to visitors and clients who come to sites without a face covering of their own.

The department has worked closely with Public Health and outside vendors to secure PPE for staff. At this time the department has no concerns relating to the provision of face coverings at worksites.

B. Protecting High-Risk Employees

Provide a detailed explanation of what your Department is doing with regard to the following:

Identifying High-Risk Employees

1. How has the department adequately assessed which of their employee population is potentially high-risk?

The department reviewed information in our Employee Management System (HR Manage) to identify high risk employees based on age, in line with CDC guidelines. Additionally, staff have self-identified to their supervisors and/or Human Resources to disclose their high-risk status due to medical conditions.

2. While maintaining confidentiality and privacy, has the department provided an opportunity for employees to request accommodation if they or a member of their household is high-risk?

Yes. The County of Kern Interactive Process (IP) has been initiated at employee request or by Department upon the receipt of a medical accommodation request from health care provider.

3. Does the department have procedures in place to allow employees to request accommodation if they believe there has been a change in status if they or a member of their household becomes high-risk?

Yes. County of Kern Interactive Process (IP) can be initiated at employee request or by Department upon the receipt of a medical accommodation request from health care provider.

4. Include an estimate of the total number of high-risk employees.

KernBHRS has approximately fifty-three (53) employees that are known to be a high-risk category. Of those, approximately twenty-seven (27) are due to age (65+).

Protecting High-Risk Employees

1. What has the department offered to accommodate high-risk employees?

The department has offered accommodations including the following: Telework (when possible), adjusting workspace to reduce contact with others, educated employees on use of PPE and frequent cleaning and hand washing, provided information on FFCRA and Medical leave.

2. When accommodation has not been made, describe the process used to resolve the lack of accommodation.

The County of Kern Interactive Process is facilitated for every accommodation request prior to any final determination that accommodation cannot be made. Through the IP process we have been able to make all accommodations via the following options: Telework (when possible), adjusting workspace to reduce contact with others, educating employees on use of PPE and frequent cleaning and hand washing, and through the use of FFCRA and Medical leave.

C. Physical Distancing

Provide a detailed explanation of what your Department is doing with regard to the following:

Telework Options

1. What telework arrangements (including for high-risk employees) has your Department implemented? Staff have been provided equipment (laptops and county issued cell phones, VPN access) to allow for telework where possible. Most staff are working from home at least some of their work week. Telework and telehealth has been encouraged. Staff are only coming onsite as required for essential client care and administrative functions that can not be completed effectively remotely. Staff have been educated on platforms to utilize to provide telehealth services for clients. Staff have been provided training on effective telehealth and call scripts have been created to guide phone conversations. High risk employees have been provided telework options in line with their job functions and as requested through the IP process where applicable.
2. What process has been put in place to ensure supervisors are educated on monitoring work and ensuring engagement for teleworkers? Minimum standards for staff contact are in place, including supervisions and virtual team meetings. Supervisors review bi-weekly TRACS timecards, and department reports relating to client contacts, and services are monitored.
3. What limitations are in place that prevent additional telework? Some in-custody, acute care, and urgent outpatient services require in-person contacts with clients. Some IT, Finance and other administrative functions require access to hardware and software onsite.
4. What has your Department done to engage with ITS for creative solutions (e.g. for remote system access, video-conferencing meetings, access to work phones, etc)? KernBHRS IT Manager participates in the monthly IT Leadership meeting where brainstorming ideas around telework are discussed. KernBHRS has worked to deploy over 300 additional laptops to our workforce from what was already previously deployed along with roughly 275 additional smartphones.
KernBHRS IT has worked with Kern County ITS to establish the KernBHRS Citrix environment in the County's DMZ network. This has allowed access to the Department's EHR and other internal resources without the need for connecting to the County VPN.
5. Please include an estimate of the number of employees with telework arrangements.
The department has approximately 662 staff currently with telework arrangements. This includes staff working completely via tele-work, and those with a combination of telework and onsite work.

Scheduling Adjustments

1. What has your Department done to reduce the number of staff on-site at any given time (i.e., staggered shifts, flexible schedules, etc.)? The department has established the use of Team “Bubbles” (small groups of staff who work onsite together). Staff only work onsite within these bubbles to minimize staff interactions. Staff onsite is reduced to the minimum necessary to provide onsite client service and administrative, IT and facility functions that cannot be provided offsite. This maximum staffing is to be no more than 25% onsite at any site. The department is utilizing staggered shifts, flexible schedules and combined onsite/off site assignments to minimize staff onsite at any given time while continuing to meet the needs of clients and the public.
2. Please include the number of employees who have altered schedules/shifts.
The department has approximately 14 employees who have altered work schedules/shifts due to COVID-19. We anticipate this number increasing as we continue to bring additional staff onsite and consider staggering start-times and continue to make schedule adjustments based on site, staff and client needs.

Workstation Adjustments

1. Describe how employee workstations are ensured to meet 6 feet distancing at all times? Cubicle walls have been installed and plexiglass has been installed in reception areas and interview rooms. Staff are instructed to use large rooms that allow for social distancing where possible. Signage, including rulers, and floor stickers have been installed to provide guidance on social distancing. Staffing in cubicles is spaced to allow maximum spacing between onsite staff.
2. If 6 feet of distancing is not possible at all times, what steps is your Department taking to ensure proper physical distancing? Plexiglass has been installed in reception areas and in offices where distancing can not be maintained. Staff are instructed to utilize open-air areas, such as parking lots, field visits and other non-traditional office settings where possible.

Other Physical Distancing Strategies

1. What has your Department done to restrict/limit access to common areas (i.e., break rooms, lunchrooms, etc.)? Chairs have been removed from lobbies, breakrooms, conference rooms and other common areas. Any remaining chairs are placed at least 6 feet apart. Signage has been posted on wall and floors to promote social distancing.
2. What has your Department done to ensure meetings meet 6 feet distancing requirements? In-person meetings are not occurring. Meetings have been moved to the Teams platform.
3. What large gatherings has your Department temporarily postponed and the steps your Department is taking to hold those virtually in the future?

Stakeholder meetings, Behavioral Health Board meetings, various internal and external department meetings and trainings are all being completed via virtual platforms. The department PIO office is coordinating virtual Townhalls on Teams, and staff are familiar with the Teams platform for meetings and trainings.

4. What steps has your Department done with respect to the following?
 - a. Establish directional hallways and passageways for foot traffic; Floor and/or wall signage where directional traffic is possible.
 - b. Designate separate routes for entry and exit into office spaces; Floor and/or wall signage. Closed or limited access to some building entrances to allow for closer monitoring of staff and visitors entering.
 - c. Limit the number of individuals riding in an elevator; Wall signage in place to limit number in elevator and instruct on social distancing and PPE.
 - d. Staggering employee breaks; Supervisors and managers have worked with staff to ensure staff are not taking breaks in common areas. Specific team plans and schedules are outlined in team Continued Operation Plans which are approved by management.
 - e. Discontinue non-essential travel; Non-essential travel has been cancelled at this time.
 - f. Direct guests to meeting rooms to avoid congregation in lobbies; Signage on doors, prescreening visitors prior to entering building, calling clients prior to appointments, and limiting and spacing the number of onsite appointments.
 - g. Utilize virtual tools or bulletin boards to hand-off information between staff. Information with protocols and guidelines are available for staff on SharePoint and provided via email from our PIO's office.

D. Additional Measures to Limit Exposure to the Public

Provide a detailed explanation of what your Department is doing with regards to the following:

1. What measures has your Department taken to reduce public access to your facilities? KernBHRS has reduced onsite traffic to only that which is critical, including acute care and medical appointments necessary in-person. Various other services are provided virtually and in field-based locations. Staff are stationed at office entrances to pre-screen individuals prior to allowing entrance into the worksite. Staff are also contacting clients ahead of appointments to screen for symptoms and determine if services can be provided outside of the office. Notices on buildings advise of contacts for deliveries to avoid vendors entering sites.
2. If public access cannot be reduced, what processes has your Department implemented to maintain adequate physical distancing both among members of the public and between the public and employees? The department has provided signage onsite, including on walls and floors to promote physical distancing. Plexiglass has also been installed as barriers in potential close contact situations. Staff are provided guidance on the use of PPE, and staff onsite are educating visitors on our protocols.

3. What limitations are there to enforcing adequate physical distancing at this worksite? How will these limitations be addressed? Limitations for physical distancing including acute care settings, in-custody settings, and in the provision of medical services where staff may have close contact with individuals. Additional higher-level PPE is provided to staff in these settings, including N95 masks.

E. Ensuring a Clean and Hygienic Work Environment

Provide a detailed explanation of what your Department is doing with regard to the following:

1. What is your Department's plan for maintaining cleanliness in the worksite? The department has coordinated for additional onsite disinfecting and cleaning at worksites by custodial staff. Staff onsite are also instructed to clean their personal and common areas frequently. Cleaning/sanitizing products have been provided for this purpose. The department has in place protocols to complete deep "COVID-19" cleanings for sites that have had potential exposures. Additionally, staff are provided supplies to disinfect vehicles.
2. Describe the adequacy of your Department's cleaning supplies, including those that have been procured for employees reporting to the worksite? The department has worked closely with Public Health Department to secure PPE for staff. We have also contracted with a vendor to provide N95 mask fittings for staff. We have identified several suppliers and continue to order PPE so that we have sufficient supplies for staff returning to the worksite. The department does not have any current shortage concerns regarding PPE or cleaning/sanitizing supplies.
3. Do employees have access to necessary products for sanitization (i.e. hand sanitizer, soap)? Are employees allowed extra time for handwashing? All staff have access to hand sanitizer and soap. A process is in place for ordering and delivery of PPE and cleaning supplies regularly to all worksites. This is coordinated through our Department Operations Center (DOC), Logistics Section. Staff are provided regular breaks and are able to leave their workstations during the day for handwashing as needed.
4. Have employees been supplied with disinfectant/cleaner for their workstations? Have employees been given extra time to disinfect/clean their workstation at the start and end of their shift and as needed? Staff have been instructed to disinfect their personal space periodically throughout the day and are permitted to do so during their work hours. Staff are assigned to disinfect/clean common areas throughout the day.
5. Has hand sanitizer been made available to members of the public? Hand sanitizer is available at the entrance to all worksites and throughout buildings for use by the public.
6. Have employees been asked to bring their own face coverings or have disposable face coverings been provided to employees? Staff are permitted to wear their own fabric facemasks in non-acute/non- in-custody settings or may wear an employer provided surgical mask. Staff in acute settings, in-custody settings, and all medical staff are fitted and wear N95 masks in high-risk contacts based on department issued Mask Use Guidelines.
7. Will members of the public be refused entry without a face covering or will disposable face coverings be made available to visitors? Clients and visitors are asked to wear a face

mask prior to entering facilities. Exceptions to this are in-custody settings, acute-care settings, and in cases where the individual's behavioral health symptoms make this unachievable. In these situations, staff are instructed to wear heightened PPE and social distancing is maintained where possible.

F. Training and Communication of Managers/Supervisors/Employees

Provide a detailed explanation of what your Department is doing with regard to the following:

1. What is your Department's plan to communicate and train all staff on your Worksite Specific Plan and the *Guidelines for Safely Returning Kern County to Work*? The department shared information via our PIO's office, including guidelines and protocols and the *County Guidelines for Safely Returning Kern County to Work*. The department holds periodic Townhalls with question and answer opportunities. The department trains staff at the team level by team supervisors. Additional training materials are also offered through the Training platform Relias, and links within the guideline documents.
2. How have you communicated the County's goals in protecting employees and the public from infection to managers and supervisors? These goals have been communicated via emails from the Department Operations Center (DOC) and PIO's office to Staff. Information is also posted on SharePoint for all staff. The message has also been relayed via virtual Townhall meetings and within the department specific Reopening Plan and accompanying guidelines and protocols. In addition, department leadership has met with SEIU and Department Shop Stewards to discuss plans.
3. How have you trained supervisors to isolate and send home any employees exhibiting symptoms of COVID-19? The department has created a Staff Exposure Protocol that has been shared with Managers and Supervisors. The protocol outlines the process for addressing potential exposures and staff screening positive for symptoms.
4. Have all staff been provided with the *Guidelines for Safely Returning Kern County to Work*? Have these guidelines been discussed within the department? Yes. The guidelines have been provided to all staff via an email from our PIO's office. These have also been reviewed and discussed by the Department Operations Center and Management group.
5. What is your Department's process for receiving employee inquiries about deficiencies in the implementation of your Worksite Specific Plan. The department conducts ongoing staff surveys relating to reopening and disaster response. Additionally, a link for anonymous feedback to the Department Operations Center has been provided to all staff to solicit inquiries and concerns. Townhalls have been conducted with open question and answer sessions. Staff are also encouraged to discuss concerns directly with team supervisors and managers.

