



CALIFORNIA PACIFIC TECHNICAL SERVICES, LLC

COVID-19 Response Plan

What to Do When an Employee Tests Positive for COVID-19

A. Communicate with COVID-19-Positive Employee – remember, all COVID-19 related information about employees is confidential. Do not publicly identify employees by name, position, gender or other key descriptor. Treat all information as private health information (HIPPA); ensure it is stored securely with employee health files.

The Company COVID Coordinator or identified designees should handle all initial Company response steps and communication with the COVID-19 positive employee.

Step A1 - Is the employee at the workplace?

Yes – A.) Immediately, discretely isolate the employee away from other employees while you advise the employee on the next steps to take. All companies should have a designated isolation location to communicate with COVID-19-positive employees on site or temporarily re-locate an employee with COVID-19 symptoms who requires immediate medical attention (e.g. waiting for ambulance). B.) Immediately, discretely secure the employee's work area, if possible, to limit contact with the area (lock their office, lock their delivery truck, stop using their counter area, or cash register).

No – Move to Step 2* *For an employee at home, steps A2-A7 to be communicated via phone, email, WhatsApp.

Step A2 – Show compassion for the employee who is dealing with a positive test result.

It is natural to jump into action mode once news of a positive test result is received. But please take a moment to acknowledge and show care for the individual dealing with the result. Even if the individual is fortunate to have no physical impact from a COVID-19, they almost certainly will have to deal with an emotional and mental impact. Living each day with uncertainty and fear while waiting out the possible COVID-19 physical impact on oneself or a family member can be excruciating.

Step A3 – Ask the employee to list where they went and with whom they came into contact related to work from the time they notified you of the test result to 7 days prior to getting tested.

Use a contact tracing form to help the employee recall their actions at work from the time they notified the company of the test result to 7 days prior to getting tested, and identify where they were and with whom they may have had contact. Remind the employee to only list places and people associated with work. DPHSS will also be contacting the employee to enquire about all the people and places with which the employee has had contact. Due to the contact tracing workload of DPHSS, it is recommended that companies do contact tracing as it relates to the company as soon as they are notified of a COVID-19 positive individual at the workplace to more quickly control the possible spread of infection in the workplace. Have the employee complete the contact tracing form as soon as possible (if at work, before they leave).



Step A4 - Advise the employee that they are to stay at home and quarantine until they are released to return to work by a medical provider.

Normally quarantine will last a minimum of 14 days, but it may be longer depending on the individual and their illness. Even if out for 14 days, the employee should not be allowed to return to work until they have provided the company a written release (fitness for duty) from their medical provider/DPHSS. This may, or may not include additional COVID-19 testing.

Step A5 – Provide the employee with an informational sheet on quarantining.

The quarantine sheet should include information on the requirements of quarantining (stay home, do not come to work at any time), what leave may be provided to an employee during quarantine (FFCRA, paid/unpaid, sick, vacation, special company-paid leave...), and when an employee may return to work (written fitness for duty release).

Step A6 – Check if the employee has a support network.

As the employee is to begin quarantine immediately, check that the employee has a support network that can help with getting the employee’s supplies if needed. Remind the employee of emergency help numbers on informational sheet.

Step A7 – Set up periodic reminders to check on how the employee is doing.

If the employee says it is ok, on a periodic basis, have the employee’s immediate supervisor check with the employee or employee’s family to see how the employee is doing. Again, compassion is important now.

B. Communicate with the Close Contact Employees and Clean the Workplace – remember, all COVID-19 related information about employees is confidential. Do not publicly identify employees by name, position, gender or other key descriptor. Treat all information as private health information (HIPPA); ensure it is stored securely with employee health files.

The Company COVID Coordinator or identified designees should handle all initial Company response steps and communication with close contacts of the COVID-19 positive employee.

Step B1 – Contact cleaning company to sanitize areas frequented by the employee.

Arrange for deep cleaning as soon as possible; concentrate on employee’s work area and shared areas, especially the bathroom. It is recommended to use a professional cleaning service to sanitize the areas.

Step B2 - Contact all employees who had close contact with the COVID-positive individual (as identified by the employee).

Advise identified employees that an individual in the workplace has tested positive and has identified them as having had close contact. Remind identified employees that coming into close contact with a COVID-19 positive employee does not means they automatically have COVID-19, but key is to play it safe.

Step B3 – Follow Steps A4 – A7* for COVID-19 close contact employees.

*Follow steps A4 – A7 for employees identified as having close contact with the COVID-19-positive employee, with an addition: instruct identified employees to closely monitor themselves for COVID-19 symptoms.** If the employee develops symptoms, 1.) instruct them to contact their company HR/ COVID Coordinator and arrange for COVID-19 testing, and 2.) send them a COVID-19 contact tracing form and ask



them to complete and return it to company HR/ Coordinator as soon as possible. **Some companies may wish to provide immediate COVID-19 testing for all close contact individuals without waiting for them to develop symptoms. As of August 28, COVID-19 testing at clinics may be limited to symptomatic patients based on directives from DPHSS to help better manage the processing testing loads.

Step B4 – Finalize plans for deep cleaning and possible temporary closure of operations.

Confirm when cleaning is to be completed and if a portion or all of operations need to be closed temporarily while waiting for cleaning and to allow for cleaning.

Step B5 – Contact vendors and customers who were identified as close contacts by the COVID-19-positive employee

Contact close contact identified vendors and customers by phone or email to let them know an employee tested positive and identified them as a close contact.

C. Communicate with the Company and Public– remember, all COVID-19 related information about employees is confidential. Do not publicly identify employees by name, position, gender or other key descriptor. Treat all information as private health information (HIPPA); ensure it is stored securely with employee health files.

Step C1 – Communicate to all company employees.

Issue company communication to all company employees that includes information on the following:

- an individual at the workplace tested positive and that all steps have been taken to assist the individual and ensure a safe workplace,
- all individuals identified as having had close contact with the individual have been contacted, so if employees were not contacted, then they were not identified as having close contact
- deep cleaning has been arranged
- the operations temporary closure schedule (if needed)
- Company COVID Coordinator contact information for questions

Step C2 – Communicate to vendors and customers

Issue company communication to vendors and customers that includes information on the following if the company response to the positive testing will disrupt operations*:

- an individual at the workplace tested positive and that all steps have been taken to assist the individual and ensure a safe workplace,
- deep cleaning has been arranged
- the operations temporary closure schedule (if needed)
- contact information for questions

*Depending on company policy and past communication practice, company may wish to issue communication to customers and vendors regarding the positive test in the workplace regardless of whether it affects operations or not.

Step C3 – Communicate to public



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Issue company communication to the public that includes information on the following if the company services the general public, and if the response to the positive testing will disrupt operations*:

- an individual at the workplace tested positive and that all steps have been taken to assist the individual and ensure a safe workplace,
- deep cleaning has been arranged
- the operations temporary closure schedule (if needed)
- contact information for questions

*Depending on company policy and past communication practice, company may wish to issue communication to the public regarding the positive test in the workplace regardless of whether it affects operations or not.

Action Companies Should Take Ahead of Time to Prepare for a COVID-19 Positive Case in the Workplace:

1. Identify company COVID Coordinator and ensure they are aware of COVID-related regulations and best practices.
2. Agree on company procedures for responding to a COVID-19 positive case in the workplace.
3. Agree on company policy with regards to testing employees who may have come into close contact with an individual who is COVID-19 positive or may be COVID-19 positive at the workplace. Current CDC guidelines do not require immediate testing for anyone who has come into close contact with a COVID-19 positive individual. First step is quarantining and monitoring of symptoms. However, many companies do test all employees identified in contact tracing. This may be for 2 reasons: 1.) to quickly understand the possible spread of the infection in the workplace and the need for expanded contact tracing in the hopes of stopping the spread immediately 2.) to help alleviate fear and anxiety amongst employees and manage workplace morale. Current testing at Guam clinics may be limited due to supplies and DPHSS directives.
4. Agree on company policy for leave for COVID-affected employees. Understand how FFCRA leaves (Emergency Paid Sick Leave Act (EPSLA) and Emergency Family Medical Leave Extension Act (EFMLEA)) may apply to your employees. Ensure you are keeping a record of how much EPSLA and EFMLEA leave each employee has taken so you know how much is left available for the employee to use. Decide if the company will offer any paid leave to employees to cover time away from work due to COVID in addition to any paid FFCRA, sick or vacation leave the employee may have available.
5. Contact possible clinics for COVID-19 testing and cleaners for workplace sanitizing to arrange fees, procedures, and point of contacts. Once a positive test is announced a company should be able to act immediately and not to waste time calling around to figure out testing and cleaning options.
6. Draft forms and communication to be used when a positive test occurs in the workplace.
7. Share the outline of company plans to handle a positive COVID test in the workplace with employees so they understand what will happen, are reassured the Company is prepared and their expectations are managed.



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Action Companies May Take to Create a Safe Workplace During the Pandemic and Minimize the Impact a Positive COVID-19 result May have on the Entire Workforce and Business Operations.

The key in minimizing the impact is stop the spread. This can be accomplished through all employees practicing pandemic safety protocols and companies organizing employees into work groups that do not mix. By organizing employees into groups, if one group must quarantine due to close contact with a positive member, the other group may still work to keep company operations going.

1. Clearly and consistently communicate and enforce pandemic safety executive orders and protocol for all employees:
 - Wear masks properly (over mouth and nose) at all times when on work premises, this includes work vehicles.
 - Wash and sanitize hands regularly.
 - Maintain 6' social distancing from all co-workers, vendors and customers.
 - Try to limit in person meetings to 15 minutes or less – use communication like email, phones, WhatsApp, FaceTime, or digital meetings instead.
 - Keep a log of when and where people have been at sections of the workplace.
 - Ensure workplace and facilities are at 50% occupancy (to include employees, customers and vendors)
2. Allow, and encourage, anyone who can work from home effectively to work from home.
3. Create work groups, or 'work pods' and ensure to the greatest degree possible that they do not mix. Create a morning group and an afternoon group, or a MWF group and a TTHS group, or a group A at one location and a group B at another location.
 - I've spoken with managers who are hesitant to allow employees to work from home or create work groups stating that it hampers normal business. Indeed, these pandemic work arrangements mean business is not conducted as normal and operations may not deliver goods and services as normal, but it does provide greater assurances that business is conducted, period. If the virus continues to spread in the community and workplaces, the decision about how business will be conducted, if at all, will be decided by the virus. It is a more prudent and effective method to take control the best you can as a business leader to ensure continuation of operations, period, not continuation of operations as normal.
4. Ensure you have a succession plan in place. COVID-19 can infect anyone. Your company must have a plan in place if your leadership is impacted by COVID-19. Ensure you can answer: Who can make decisions if a key leader or leaders is hospitalized, quarantined, or taking care of impacted family?
5. Take control of bathrooms and shared areas. A key point of transmission in the workplace has been identified as bathrooms and breakrooms. Keep them as sanitized as possible and do not let people congregate in them.

Contacts to Help with COVID Response Handling



COVID-19 Testing

Testing services available at clinics change daily based DPHSS directives and available tests. Following are a list of clinics that have offered testing (PCR and serology) and their best COVID testing point of contacts.

- **IHP** – Rebecca Balajadia, 633-4447
- **FHP** – Rose Grino, rose.grino@fhphealth.com
- **ExpressCare** – mall@expresscareguam.com, WhatsApp: 480-4942, 480-4948
- **American Medical Clinic** – 647-8262, #0 (as of 8/28 testing not available due to lack of supplies, but expect supplies shortly)
- **SDA** – 646-8881 (as of 8/28, limited in tests that may be offered and prioritizing symptomatic patients)

COVID-19 Cleaning Services

- **Advance Management, Inc.** – Marcello Graniel, 649-6488, 488-0400, marcello.graniel@amiguam.com
- **Express Cleaning Service** – 482-1378
- **Guam Cleaning Masters** – 646-2002
- **JMS Cleaning Services** – 489-5626
- **Plan B** – 489-8803

COVID-19 Employee Communication Samples – Can use all or a portion for different communication with employees

COVID-19 Procedures Information

Dear Employees,

Thank you for all your hard work right now.

First off, thank you for all the effort you are making to support our business and its customers during this extremely challenging time. While the work is not easy, our business is dependent on each and every one of us right now.

Follow safety guidelines – always.

As COVID-19 positive cases continue to rise, it is more important than ever that each of us does all that we can to ensure our workplace is as safe as it can be. Follow the COVID-19 safety guidelines, each day, each hour, each minute you are at work:

- Notify your immediate supervisors immediately if you receive a positive COVID-19 test result, come into contact with a COVID-positive person or have symptoms of COVID-19.
- Wear a mask properly (over your mouth and nose) at all times when you are on work premises, this includes work vehicles.
- Wash and sanitize your hands regularly.
- Stay 6’ apart from all co-workers, vendors and customers.



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- Try not to meet with people for more than 15 minutes in person – use communication like email, phones, WhatsApp, FaceTime, or digital meetings.
- Keep a log of where you have been at work and if you have met with anyone in person.

What to do if you test COVID-19 positive, come into contact with a person who has COVID-19 or have COVID-19 symptoms.

It is important that we all know what to do if we have a positive COVID-19 test result, come into contact with a COVID-positive person or have symptoms of COVID-19.

If you have a positive COVID-19 test result, come into contact with a COVID-positive person or have symptoms of COVID-19 immediately notify your immediate supervisor.

Your supervisor will notify our Company COVID Coordinator who will contact you for next steps. Depending on your situation, you may be asked to quarantine, provide a list of close contacts and get a medical diagnosis or test.

What will the Company do if someone in the workplace tests positive?

Immediately upon being notified of someone in the workplace testing positive, the Company will implement the Company COVID-19 Response Plan which will be led by the Company COVID Coordinator.

The individual who tested positive will be asked to provide a list of all close contacts for 7 days previous to being tested, up to the time they received their test results. The employee will be advised to quarantine for at least 14 days, be provided quarantining information and will not be able to return to work until they have received a medical clearance, which may include COVID-19 testing. While in quarantine, the employee may be eligible for FFCRA COVID, depending on what FFCRA leave the employee has used so far. HR will advise the employee what leave may be available to them.

Employees who have been identified as close contacts (contact with a COVID-positive person for more than 15 minutes within 6 ft., or who has been coughed or sneezed on) will be personally contacted by the COVID Coordinator or designees and will be advised to quarantine for at least 14 days, be provided quarantining information and will not be able to return to work until they have received a medical clearance, which may include COVID-19 testing. While in quarantine, the employee may be eligible for FFCRA COVID, depending on what FFCRA leave the employee has used so far. HR will advise the employee what leave may be available to them.

A deep clean will be conducted of all workplace areas that may have been affected, which may require the temporary closure of a portion or all the business and/or project work sites.

All other employees will be notified of the positive test result, the cleaning, and the temporary closure of a portion or all the business and/or project work sites.

Affected customers and vendors will also be notified by the Company.

Our business and safety depend on us.

Again, I thank you for all the work you have done during this challenging time. Please keep up the effort and remember our business and our safety depend on each one of us.

Thank you and be safe!



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COVID-19 Positive Result in the Workplace Announcement

As COVID-19 cases on the island continue to rise, we have had a member of our company test positive. Our thoughts are with our team member, and we are doing what we can to support them and we wish them a speedy recovery.

The Company COVID-19 Response Plan was implemented immediately upon receiving notice of the positive test result. Close contacts have been identified and contacted, and affected employees are now quarantining. If you were not contacted, you were not identified as a close contact.

Also, all affected areas are being sanitized. As a result, the [section of business] will be closed temporarily from [dates] to conduct cleaning.

If you have any questions, or if any fellow employees, vendors or customer have questions, please contact our Company COVID Coordinator, [name, contact information].

Thank you for your continued dedication during this challenging time. Remember, each one of us counts in keeping our workplace safe. Follow the COVID-19 safety guidelines, each day, each hour, each minute you are at work:

- Notify your immediate supervisors immediately if you receive a positive COVID-19 test result, come into contact with a COVID-positive person or have symptoms of COVID-19.
- Wear a mask properly (over your mouth and nose) at all times when you are in work premises, this includes work vehicles.
- Wash and sanitize your hands regularly.
- Stay 6’ apart from all co-workers, vendors and customers.
- Try not to meet with people for more than 15 minutes in person – use communication like email, phones, WhatsApp, FaceTime, or digital meetings.
- Keep a log of where you have been at work and if you have met with anyone in person.

Take care and be safe!

Isolation Handouts

See attached sheets

Or

[S:\COVID-19\COVID19 Fliers & Downloads TLM](#)

GovGuam Directives and Links

GovGuam Homeland Security COVID Webpage: <https://ghs.guam.gov/coronavirus-covid-19>

Guidance for those with Possible Contact to a Confirmed Case
Joint Information Center - JIC Release No. 256; August 11, 2020, 10:55 a.m. (ChST)



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GovGuam DPHSS Webpage: <http://dphss.guam.gov/covid-19/>

www.guamrecovery.com