



***Erica's House - A Family Visitation Center***

**P.O. Box 21263 Barrigada, Guam 96921**

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## **Reopening Timeline**

Once Erica's House, Inc., hereby referred to as Erica's House (EH), reopens, staff will be notified to report to work if they do not have any symptoms of fever, cough, etc. or have been exposed to someone in the same household experiencing those symptoms or has been tested positive for COVID-19, MERS, or SARS. Staff may report to work if they have not traveled in the last 14 days or have been exposed to someone in the same household who has. Employees who have traveled in the last 14 days or have been exposed to someone in the same household must quarantine for 14 days.

### **PRIOR TO DAY ONE**

- Stock up on masks, face shields, gloves (size S, M, L & XL)
- Stock up on alcohol, hand sanitizer, disinfectant spray
- Stock up on disinfectant cleaners (EPA approved)
- Stock up on liquid hand soap, paper towels and toilet tissue
- Ensure supply of batteries for thermometers
- Put up flyers about washing hands in each restroom

### **DAY ONE**

- Restock/refill alcohol pumps/sprays, hand sanitizers, hand soap, paper towels, toilet tissue
- Replace sponges
- Remove all soft toys, blankets, and pillows to be machine washed and stored
- Remove wooden and foam toys and any other toys that cannot be easily sanitized
- Remove couches that cannot be easily sanitized
- Disinfect all non-porous surfaces with EPA approved disinfectant
- Vacuum/Sweep/Mop

- Clean and dust AC vent grills, electric fan grills
- Set up sanitation station and prep supplies for temperature checks (thermometer, checklist, gloves, face shield, mask)

## **DAY TWO**

- Employees will meet to discuss new policies, procedures, guidelines and expectations.
- Issue Personal Protective Equipments (PPEs)
- Review and demonstrate temperature check procedures and proper use of thermometers
- Review revised sick policy
- Review 14 Day Quarantine required after travel
- Review enhanced cleaning/sanitation procedures
- Review new curbside drop off and pick up procedures for Exchanges
- Review new procedures for Visitations (partially supervised and directly supervised)
- Review proper use of fogger/misting machine
- Set up and demonstrate proper use of new automatic temperature checker, fill reservoir with hand sanitizer solution
- Discuss feasibility and practicality of new procedures and revise as needed with staff input

## **DAY THREE- OPENING DAY**

- Set up sanitation center by entrance doors
- Prepare temperature check supplies and equipment
- Ensure that visitation rooms and staff desks are equipped with hand sanitizer

## **Admission**

### **Proactive & Preventive Measures to help stop the spread of the Corona virus and other communicable diseases.**

The Center for Disease Control and Preventions (CDC) advises anyone who thinks they have been exposed to COVID-19 and develop a fever and symptoms, such as cough, shortness of breath or difficulty breathing, to call your healthcare provider for medical advice.

### **Travel Restrictions**

All parents, child/children and staff arriving back into Guam must go through the 14-day government quarantined or self-quarantine in case government quarantine services end.

## **Belongings**

Parents are asked to send their child/children for the exchange or visitation (partially supervised and directly supervised) with only their necessities. If staff needs to assist their child/children with their belongings, we kindly ask that you limit the amount.

## **Temperature Checks**

All parents, children, and staff will have their temperature checked prior to entering EH. Anyone with a temp of 99.5°F (or more) or shows any symptoms of illness even without a fever will be denied entrance into EH.

Employees conducting the temperature check must wear proper PPEs such as face shield, face mask, gloves (new pair with each family). After each screening, gloves shall be removed and disposed (unless children are in the same household). New gloves will be worn when screening the next family. Thermometers will be sanitized use, after each family.

## **Screening Questions**

**Parents or Guardians will be asked the following questions prior to entering the facility for their visitation. Parents will be asked to please answer the questions by referring to themselves and anyone in their household within the last 14 days. \*There will be follow up questions if the answer is “yes.”**

- 1.** Have symptoms of sore throat, cough, congestion, vomiting, diarrhea, or a fever at or greater than 100 degrees Fahrenheit?
- 2.** Have symptoms of chills, fatigue, body aches, shortness of breath, loss of smell or taste for unknown reasons?
- 3.** Have been tested positive for COVID-19?
- 4.** Traveled off-island or taken a cruise?
- 5.** Cared for an individual who is in quarantine, is a presumptive positive or has tested positive for COVID-19?
- 6.** To the best of your knowledge, do you have any reason to believe you or anyone in your household have been exposed to, come into close proximity with any individual who has tested positive for COVID-19?

## **Exchanges**

- 1.** Upon arriving, please remain in your vehicle and call the facility to inform staff you are at the facility and of the vehicle you are in.
- 2.** Please wait in your vehicle until staff brings your child/children to you.
- 3.** If you do not have a cell phone to call the facility to advise you are present, please wear your face mask prior to leaving your vehicle, knock on the door and advise staff you are present then return to your vehicle.
- 4.** When the other party is present, staff will approach your vehicle to escort your child/children to the other side through an exterior passage way.

5. Once the parent picking up the child/children receives the child you may leave. The parent that dropped off the child/children must wait 10 minutes in their vehicle. Once, the 10 minutes have passed staff will inform you that you can leave.
6. EH staff and parents must wear a face covering while briefly conversing with each other. Masks will not be worn on children less than 2 years of age. Unless the guidelines for public health does not change, children over 2 years of age shall wear a mask. If supplies are available, EH may provide disposable children's masks if a child forgets his or hers and adult masks if a parent forgets his or hers. This policy is subject to change with the advisement/announcement of public health.
7. Parents and child/children must leave personal items that will not be needed during the exchange in the car. Please minimize what is brought.
8. Children from the same family will be exchanged together through the exterior passage way. Staff will ensure one family at a time goes through the passage way.
9. If you need to relay information to the other party, we request that you prepare written communication prior to your arrival and staff will review it and attach it to our form. However, if you need to relay information when you are present, please inform staff and a comment form will be provided to you.
10. Further concerns can be addressed to staff via telephone.

### **Visitations (Partially Supervised and Directly Supervised)**

1. Visitation rooms must be disinfected before and after each visit.
2. Each visitation room will have a hand sanitizer available.
3. Upon arriving, please remain in your vehicle and call the facility to inform staff you are here and of the vehicle you are in.
4. If you do not have a cell phone to call the facility to advise you are present, please wear your face mask prior to leaving your vehicle, knock on the door and advise staff you are present then return to your vehicle.
5. Parents will be subject to symptom screening questions over the phone or in person if you do not have a cell phone maintaining social distancing of 6 feet from others.
6. The Visiting Parent (VP) must arrive 15 minutes prior to the scheduled visit and wait in their car or parking lot; if exiting the vehicle while maintaining social distancing of 6 feet from others.
7. The Custodial Parent (CP) must arrive five minutes prior to the scheduled visit and waiting in their car or parking lot; if exiting the vehicle while maintaining social distancing of 6 feet from others.
8. Must allow for social distancing of six (6) feet between staff and parent(s) and child/children and avoid crowded locations.
9. Staff will conduct temperature checks and all individuals must sanitize their hands prior to entry; a sanitizer will be made available. If your temperature is above 99.5° then the visit will be canceled.
10. The number of individuals allowed into the facility and each visitation room has been calculated based on the guidelines for social distancing. Depending on your

visitation schedule and the room that will be utilized, staff may restrict the amount of authorized individuals able to participate.

- 11.** EH staff, parents, and child/children must wear a face covering. Masks will not be worn on children less than 2 years of age. Unless the guidelines for public health does not change, children over 2 years of age shall wear a mask. If supplies are available, staff may provide disposable children's masks if a child forgets his or hers and adult masks if a parent forgets his or hers. This policy is subject to change at the advisement/announcement of public health. Parents must always wear a face covering which could include a mask, cloth face covering or a face shield, while inside the building, unless consuming food or drinks. If they do not have a face covering, staff will provide one.
- 12.** Process for visitations. Clients will not wait in the waiting area.
  - a.** CP: When the other party is present, staff will approach your vehicle to escort your child/children directly into a visitation room. When the visitation is over, staff will bring your child/children to your vehicle and you leave first.
  - b.** VP: When the other party is present, staff will approach your vehicle to escort you directly into a visitation room. When the visit is over, staff will escort your child/children to the CP's vehicle and they will leave first. Staff will then escort you to your vehicle where you will wait the remainder of your time. Once the 10-minutes have passed, staff will inform you that you can leave.
- 13.** Toys and items that cannot be easily cleaned and disinfected were removed, to include stuffed animals, wooden toys, soft sided toys, books, blankets and throw pillows.
- 14.** VP and child/children must leave personal items that will not be needed during the visitation in the car.
- 15.** Everyone must follow CDC guidelines for hand washing or the use of alcohol-based hand sanitizer upon arrival and prior to the visit.
- 16.** Parents may hug their children and have physical contact.
- 17.** Parents should avoid touching of faces when possible.
- 18.** Parents may bring food, snack, drinks or necessities to visits; however, please minimize other items being brought into the facility. Water and small snacks can be provided by staff for visits.
- 19.** As rooms will need to be disinfected after each visitation, staff will not be able to accommodate any time extensions so please be mindful of your arrival time.
- 20.** Children from the same family will be brought into the facility together. Staff will ensure one family at a time goes in and out of the facility.
- 21.** If you need to relay information to the other party, we request that you prepare written communication prior to your arrival and staff will review it and attach it to our form. However, if you need to relay information when you are present, please inform staff and a comment form will be provided to you.
- 22.** Further concerns can be addressed to staff via telephone.
- 23.** If written communication continues after the visitation time, both parties will remain in their vehicles and staff will pass the note from vehicle to vehicle.
- 24.** Bathrooms will be sanitized after each use.

## **Disinfecting Visitation Rooms**

- 1.** Staff has removed toys and items that cannot be easily cleaned from visitation rooms. This includes stuffed animals, dolls, soft side toys, and books.
- 2.** Toys that can be easily cleaned will be sanitized after each visit and time between each room use has been scheduled to allow additional time to spray with disinfectant and left to air dry before the next use.
- 3.** All visit rooms must be disinfected before and after each visit.
  - a.** Visitation rooms will be provided hand sanitizer to be used during the visit. Disinfectant spray and wipes are available upon request.
  - b.** Time permitting, the spray should be left to dry, but at a minimum all hard surfaces and highly touched surfaces should be wiped down. Visits will be spaced at a minimum of one hour apart.

## **Holding/Carrying a Child**

It is important to comfort crying, sad, and/or anxious infants and toddlers, and they often need to be held. To the extent possible, when holding very young children or carrying them: staff and interns can protect themselves by wearing protective gowns, an over-large button down, long sleeved shirt, poncho, or rain jacket.

- Staff should wash their hands, neck, and anywhere touched by a child.
- Staff should wash their hands before and after handling the child.

## **Safe Use of Disposable Masks, Cloth Face Coverings and Face Shields**

For any type of face covering, appropriate use and disposal are essential to ensure that they are effective and avoid any increase in transmission. Self-contamination can occur by touching and reusing contaminated face coverings. Both the CDC and World Health Organization (WHO) provide the following guidance:

- 1.** Place the face covering carefully, ensuring it covers the mouth and nose, and tie it securely to minimize any gaps between the face and the face covering.
- 2.** Avoid touching the face covering while wearing it.
- 3.** Remove the face covering using the appropriate technique: do not touch the front of the face covering but untie it from behind.
- 4.** After removal or whenever a used face covering is inadvertently touched, clean hands with sanitizing hand gel or wash hands following CDC guidelines.
- 5.** Replace face covering as soon as they become damp with a new clean, dry face covering.
- 6.** Do not re-use single use masks; discard single-use masks after each use and dispose of them immediately upon removal.
- 7.** Face shields must be thoroughly cleaned after each use.

- 8.** Not all face coverings can be re-used.
  - a.** Facemasks that fasten to the wearer via ties may not be able to be undone without tearing and should be considered only for extended use, rather than re-use.
  - b.** Face coverings with elastic ear hooks may be more suitable for re-use.
- 9.** Face coverings should be carefully folded so that the outer surface is held inward and against itself to reduce contact with the outer surface during storage. The folded face covering can be stored between uses in a clean sealable paper bag or breathable container.

## **Gloves**

The use of gloves is not required but gloves are available from the facility for those staff, parents and child/children who prefer their use. Gloves are to be changed between each family encountered. A single pair of gloves worn all day can protect the wearer, but they quickly become vectors for infection transmission when not changed. If using gloves, follow CDC guidelines for removing gloves to avoid contamination:

- If your hands get contaminated during glove removal, immediately wash your hands, or use an alcohol-based hand sanitizer.
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove.
- Hold removed glove in gloved hand. Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove.
- Discard gloves in a waste container.
- Wash hands or use an alcohol-based hand sanitizer immediately after removing face coverings and gloves.

## **Sanitation Center/Supplies**

Our sanitation center located by both entrances is equipped with hand sanitizer, an alcohol pump, alcohol spray, face masks, gloves, wipes and facial tissue. There might be instances where you will need to conduct businesses inside the center. If so, please sanitize your hands, along with your child's, prior to entering.

While sanitation and cleanliness has always been paramount at our visitation center, please know that we have implemented additional procedures or have increased the frequency of our existing procedures.

## **Visitors**

Visitors may not be allowed inside the visitation center unless business conducted needs face to face assistance. Otherwise, an appointment should be made with staff by calling 642-4020/22. Visitors are to call our office upon arrival and a staff member can receive donations outside. Anyone entering the facility must wear face covering for the duration they are inside the facility. Government officials conducting inspections may enter the facility but must be wearing a mask and will be subject to temperature checks. As usual, any maintenance or repairs will be done after business hours.

## **Employees**

Staff are required to wear masks while at the center at all times. The travel restriction and sick policy is also applicable to employees. If staff exhibit some flu-like symptoms, with or without a fever, they will be restricted from working with the clients.

### **Staff Procedures**

Before Entry: Temperature check, physical screening for symptoms, and sanitize hands.

Upon Entry: Sanitize hands (again) with hand sanitizer or alcohol prior to timing in. Immediately wash hands with soap and water before handling any client or entering the visitation rooms.

Spray personal belongings with the alcohol spray.

## **Janitorial/Housekeeping/Cleaning Guidance**

At EH the safety of our employees, parents and their child/children is important. In an effort to prevent illness and to ensure a safe and healthy work environment, below is our new housekeeping guidelines that we are to implement upon opening. Note that we are increasing our housekeeping/cleaning on surfaces that multiple people come in contact with or equipment that multiple people use. These surfaces should be cleaned after every change of hands, or after every use if more practical. Some examples include:

- Door knobs/handles/push bars, door locks, windows and alarm system
- Keyboards, mice, touch screens, printer, copier
- Telephones
- Faucet & sink handles
- Toilet flush handles
- Countertops & table surfaces
- Refrigerator, Microwave, toaster oven, and other appliances
- Gates, hand rails
- Chair arms that are of a non-porous material
- ON/OFF Switches of electric fans, light switches
- Storage Cabinet handles
- Changing station after every use
- Toilet seats
- Pens/clipboards used for written communication

Given that we are practicing an increase of hand washing, restroom supply checks (soap, paper towels) should be done twice a day and restocked immediately.

In an effort to prevent cross contamination and to enhance situational awareness, the following activities and procedures will be implemented.

### **Toys**

- Toys that are put in the mouth, sneezed on or coughed on are quarantined and taken out and sanitized.
- Wooden toys, stuffed toys, foam toys, cloth toys and any other toys that cannot be sanitized easily will be removed and stored.
- Puzzles and books may be rotated weekly.
- Playground equipment/toys will be sanitized using a fogging machine at the end of each day.



### **Additional Cleaning**

- Disinfect submergible toys
- Any tables used for eating is to be sanitized.
- Clean with biodegradable cleaner or alcohol spray in between every change of activity or change of child.
- During closing, the fogging machine can be used to sanitize the bathroom toilet, sink, and ground.
- Fogging machine can be used on foam mats, door mats, and on area rugs.
- Have hand soap available in every restroom.
- Have sanitizer available in every visitation room and staff's desk.

**To illustrate the importance of constant sanitation, below is the life span of other known types of Corona viruses on different surfaces. We can assume the COVID 19 Corona Virus may act similarly if not worse:**

- Plastic (Detection up to 3-7 days): light switches, toys, computer keyboard, mouse, remote controls, water bottles
- Stainless steel & Copper (Up to 3-7 days): door handles, refrigerators, gates, handrails, keys, cutlery, pots & pans, equipment, coins, jewelry, electrical wires
- Glass (Detection up to 4 days): Windows, mirrors, drinkware, screens (TV, computer, cell phone)
- Cardboard (Detection up to 24 hours)
- Wood (Detection up to 2 days): Furniture, Shelving
- Paper (Detection up to 3 hours except for money at 4 days): Money, letters & stationary, magazine & newspapers, tissue, paper towels, toilet paper)
- Cloth (Detected after 2 days)

The above policies and procedures will be submitted to Department of Public Health and Social Services (DPHSS). The policies and procedures may be changed at any time, with or without notice; however, we will do our best to inform you in advance.