

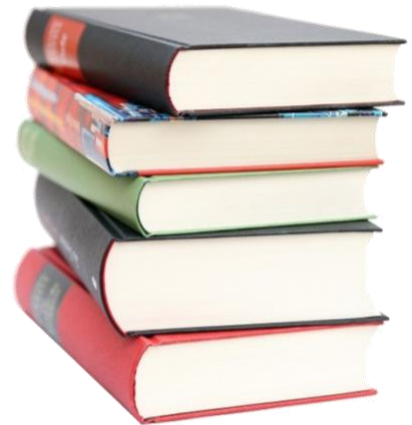


REOPENING SCHOOL EMPLOYEE GUIDE



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INTRODUCTION

The safety and well-being of all staff and visitors are a priority for Cityscape Schools as the district begins to shift from working at home to working at the campus. Various changes in the way the campus looks, as well as new practices and protocols, have been implemented to follow recommended safety guidelines. The goal is to collaboratively ensure that all employees and visitors in district facilities feel safe and secure to effectively navigate the complexities of a “new normal.”

The measures being implemented include more frequent sanitizing of public and work areas, access to hand sanitizer throughout the building, and other measures detailed in this handbook. The cooperation of all staff in maintaining a safe environment as the district and the community continue to fight the spread of COVID 19 is appreciated.

As always, Cityscape Schools’ staff will continue to meet the challenges of the COVID 19 pandemic with creativity and perseverance, embodying the commitment of educating all students for success—no matter the circumstances.

This handbook is Cityscape Schools’ guidance on re-entry into the workplace. Guidance concerning the coronavirus (COVID 19) is regularly updated. The information in this handbook outlines the current best practices provided by federal, state and local health officials for removing or preventing COVID 19 in the work environment. The district will update this guidance as additional information becomes available. This plan will be reviewed weekly by the Reopening Schools Taskforce for effectiveness and revised as needed to meet the needs of our stakeholders, students and staff.

General Guidelines

Employees should arrive 15 minutes prior to their start time to allow time for the screening process.

The buildings, offices, and workstations will undergo a daily germ blasting and a weekly intensive cleaning.

Check In/Check Out

Employees will be required to certify their attendance. Exempt employees must communicate and check in daily with their supervisors. The check-in procedure for exempt staff will be at the discretion of the supervisor.

Nonexempt employees will be able to check in and check out using one of the following procedures:

- Biometric clock
- Skyward Online clock

If an employee takes time off, the supervisor is responsible for ensuring time off is logged into the employee's online account in the Skyward system. The total hours of the workweek may be a combination of both on-site work and at-home work based on the employee's work arrangement with their supervisor. Teachers will be given access to check in online through the Skyward system.

Safety

Cityscape Schools continue to monitor the progression of the coronavirus. All Cityscape Schools' employees play an important role in minimizing the risk and impact to each other and our operations.

Your health and safety remain our top priority. As a result, the district continues to implement a variety of safety measures and to scale safety efforts as quickly as possible to keep employees safe.

In order to address the spread of COVID 19, it is important to know how the virus is transmitted.

Transmission of COVID 19

The virus that causes COVID 19 is thought to spread from person to person through respiratory drop lets when an infected person coughs or sneezes. These drop lets can land in the eyes, mouths or noses of people who are nearby or possibly be inhaled in the lungs. The spread of the virus is more likely when people are in close contact for an extended period.

Definition of **close contact**: this document refers to "close contact" with an individual who is lab-confirmed to have COVID-19. Close contact is determined by an appropriate public health agency. For clarity, close contact is defined as:

- a) being directly exposed to infectious secretions (e.g., being coughed on while not wearing a mask or face shield)

- b) being within 6 feet for a cumulative duration of 15 minutes; however, additional factors like both the infectious individual and the potential close contact have been consistently and properly masked, ventilation, presence of dividers, and case symptomology may affect this determination.

Individuals are presumed infectious at least two days prior to symptom onset to 10 days after symptom onset. In the case of asymptomatic individuals who are lab-confirmed with COVID-19, the infectious period is defined as two days prior to the confirming lab test and continuing for 10 days following the confirming lab test.

Individuals are presumed infectious at least two days prior to symptom onset or, in the case of asymptomatic individuals who are lab-confirmed with COVID 19, two days prior to the confirming lab test.

People are thought to be contagious up to two days before symptoms begin and are most contagious when they are actively sick. It may be possible to become infected with COVID 19 by touching a surface that has the virus on it and then touching your eyes, mouth or nose, but this is not thought to be the primary way the virus spreads.

The Centers for Disease Control and Prevention (CDC) website provides the latest information about COVID 19 transmission: www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

Persons at Higher Risk

Based on what we know, persons at high risk for severe illness from COVID 19 include people 65 years and older, people with underlying medical conditions such as heart disease, lung disease, asthma, diabetes, people on dialysis, people with liver disease, and people with a compromised immune system.

Symptoms of COVID 19

The new coronavirus (COVID 19) is not the same as the coronaviruses that cause mild illness like the common cold. Infection with COVID 19 can cause illness ranging from mild to severe and in some cases can be fatal. Based on what is currently known, symptoms may appear 2 to 14 days after exposure to the virus. Symptoms of COVID 19 typically include cough, shortness of breath or difficulty breathing, chills or repeated shaking with chills, fever (100° F), muscle pain, sore throat, fatigue, and in some cases, a loss of taste or smell. Other less common symptoms include nausea, vomiting, and/or diarrhea. In some cases, infected persons have no signs or symptoms and are referred to as asymptomatic cases.

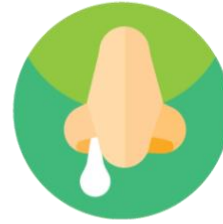
While most cases have been among adults, symptoms of COVID 19 in children are like symptoms in adults. Symptoms of COVID 19 in children typically include cold-like symptoms, such as fever, runny nose, and cough. Vomiting and diarrhea have also been reported. The CDC recently issued a health advisory regarding cases of an inflammatory syndrome (MIS-C) in children. Signs and symptoms of MIS-C include: fever (100° F), stomach pain along with diarrhea or vomiting and, in some cases, a rash, bloodshot eyes, neck pain, swollen hands and feet. There is more to learn about how the disease affects children.



Fever



Cough



Runny nose

District and Campus Administrators

District and campus administrators will be responsible for the following:

- Face mask usage
- Screenings (temperature checks and employee self-screening health questions before entering the work site on the Skyward app)
- Social distancing
- Personal protection equipment (PPE) for employees and guests
- Cleaning supplies
- Signage standards
- Parking lot procedures
- Entrances, exits, and unidirectional traffic flow for employees and guests
- Lobby, elevator, and visitor processes
- Shared area protocols
- Other safety procedures and protocols

Campus Administrators

Campus administrators will judge the specific needs of their campus by conducting daily evaluations of the campus's functionality in the classrooms and other work areas, supporting individuals in finding the appropriate services, and effectively communicating directly to the staff. Campus administrators will ensure an enhanced cleaning regime is visible and will report any additional cleaning needs or supplies to the appropriate staff member.

Shared Areas

All staff and visitors will be required to follow established safety protocols:

- Social distancing is always required in all areas.
- Face masks must always be worn while in all shared areas.
- Face shields must be worn by teachers during classroom instruction and during egress/ingress of students (cafeteria and gymnasium).
- Face masks will be given upon entry to the building if the employee or visitor does not have any.
- Hand sanitizer, portable hand sanitizer dispensers, spray cleaners, and disinfectant wipes will be available in shared areas.
- Doors in shared areas may need to remain open to avoid multiple persons touching the handles.

Stop the Spread of Germs

Employees can do their part to help prevent the spread of respiratory diseases by following these guidelines:

CLEAN HANDS



Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.

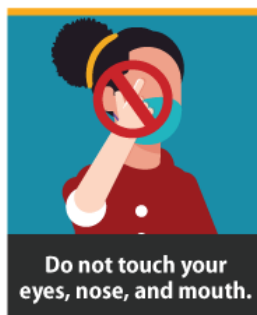
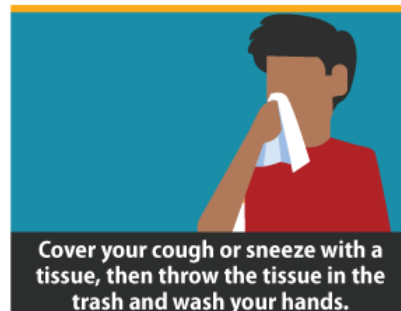


Rinse hands well under clean, running water.



Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.



Social Distancing

Cityscape will implement social distancing protocols within buildings. Individuals should keep a six- foot minimum distance.

Face Masks

Personal face masks must adhere to the following guidelines:

CDC guidance provides that people should wear face masks in public settings to reduce the spread of COVID 19 where other social distancing measures are difficult to maintain. Everyone (visitors, vendors, parents, employees, etc.) approved to enter a campus facility will be required to wear face masks in public areas and shared spaces.



Employees are encouraged to wear their own personal face masks (over the nose and mouth) to work. If needed, the district will provide them. **When staff is with students in the gymnasium or cafeteria for arrival or dismissal, they must wear both a face mask and a face shield.**

Personal Face Masks

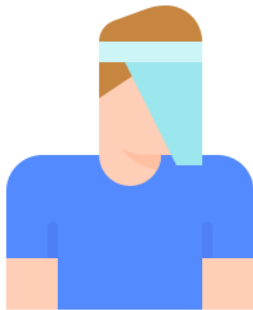
- Must cover the nose and mouth to maintain effectiveness.
- Must be secured to minimize the need to adjust frequently.
- Must be work-appropriate, non-offensive, not considered derogatory or otherwise disrespectful to team members or visitors (this includes, but is not limited to, vulgar slogans, profanity, designs or graphics).
- Should not be loose material that could get caught in machinery or cause injury.
- Does not need to be medical grade.
- Must always be worn prior to entering the buildings and in shared areas of the building.
- Must be disposed of in waste containers.
- Employees in cubicles or open areas will be required to wear face masks.
- Employees an individual office are not required to wear face masks while in their office but must do so when entering a shared area or hosting a guest. Guests should not be hosted in individual offices unless six-foot social distancing can be enforced.
- As a reminder, face masks do not replace the need to maintain social distancing and frequent handwashing.

How to Remove a Face Mask

- Clean your hands with soap and water or hand sanitizer before touching the mask.
- Avoid touching the front of the mask. The front of the mask is contaminated. Only touch the ear loops/ties/band.
- Follow the instructions below for the type of mask you are using.
 - Face Mask with Ear Loops: Hold both ear loops and gently lift and remove the mask.
 - Face Mask with Ties: Untie the bottom bow first, then untie the top bow and pull the mask away from you as the ties are loosened.
 - Face Mask with Bands: First, lift the bottom strap over your head, and then pull the top strap over your head.
 - Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.

Face Shields

All staff working in classrooms must wear face shields while providing instruction and/or support to students. This enables the students to more easily understand instructions, lesson content, and facial expressions. Further, the shields aid in comfort while making two-way communication easier and more natural.



Gloves

While wearing gloves is not mandatory, should an employee request gloves, they will be supplied. For any employee wearing gloves while in a campus facility, please follow these tips:

- Clean your hands before putting the gloves on.
- Remove hand jewelry prior to use.
- Make sure gloves fit properly.
- Be aware that sharp objects can puncture gloves.
- Always change your gloves if they rip or tear.
- Never reuse, share, wash or disinfect gloves.



How to Remove Gloves

- Pinch and hold the outside of the glove near the wrist area.
- Peel downwards, away from the wrist, turning the glove inside out.
- Pull the glove away until it is removed from the hand and hold the inside-out glove with the gloved hand.
- With you run gloved hand, slide your fingers under the wrist of the remaining glove, taking care not to touch the outside of the glove.
- Again, peel downwards, away from the wrist, turning the glove inside out.
- Continue to pull the glove down and over the inside-out glove being held in your gloved hand.
- After removing gloves, wash your hands thoroughly with soap and water or alcohol-based hand sanitizer.



Visitors with an Appointment

Visitors, as much as possible, should attempt to conduct all business via email, telephone, and/or teleconferencing. If a visitor has an appointment, receptionists will suggest that the employee come to meet with the visitor in the front office area. However, the final decision on whether to allow the visitor to leave the front office area, will be left with the campus administrator.

Visitors without an Appointment

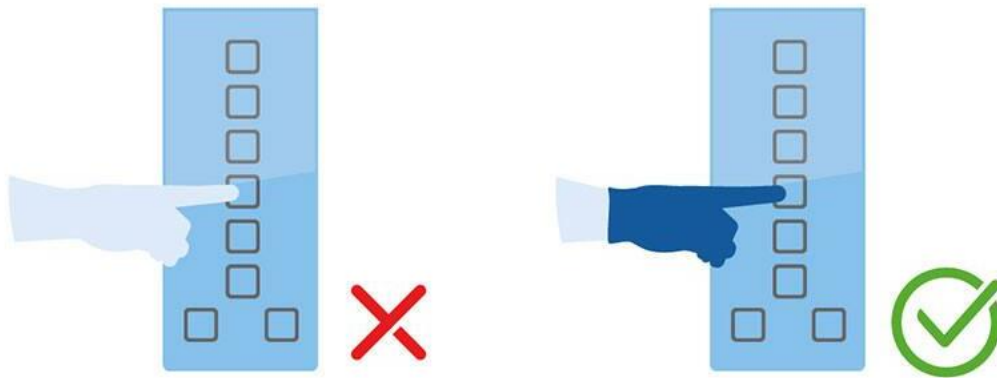
Visitors, as much as possible, should attempt to conduct all business via email, telephone, and/or teleconferencing. If a visitor does not have an appointment, the employee will be contacted to determine whether someone is available to assist the visitor. If the specific staff member is not available, the visitor may be asked to schedule an appointment or attempt to conduct their business via phone or other means. However, the final decision on whether to allow the visitor to leave the front office area, will be left with the campus administrator.

Elevators (East Grand Preparatory)

Elevator processes will be marked with designated standing locations on each floor. Standing locations will be marked on the floor of the elevator. The maximum capacity allowed in the elevator will be no more than three people at the same time.



Wear gloves or use a tissue or paper towel when touching the elevator buttons.



Conference and Training Rooms

The following guideline will apply to the use of conference rooms and shared workspaces:

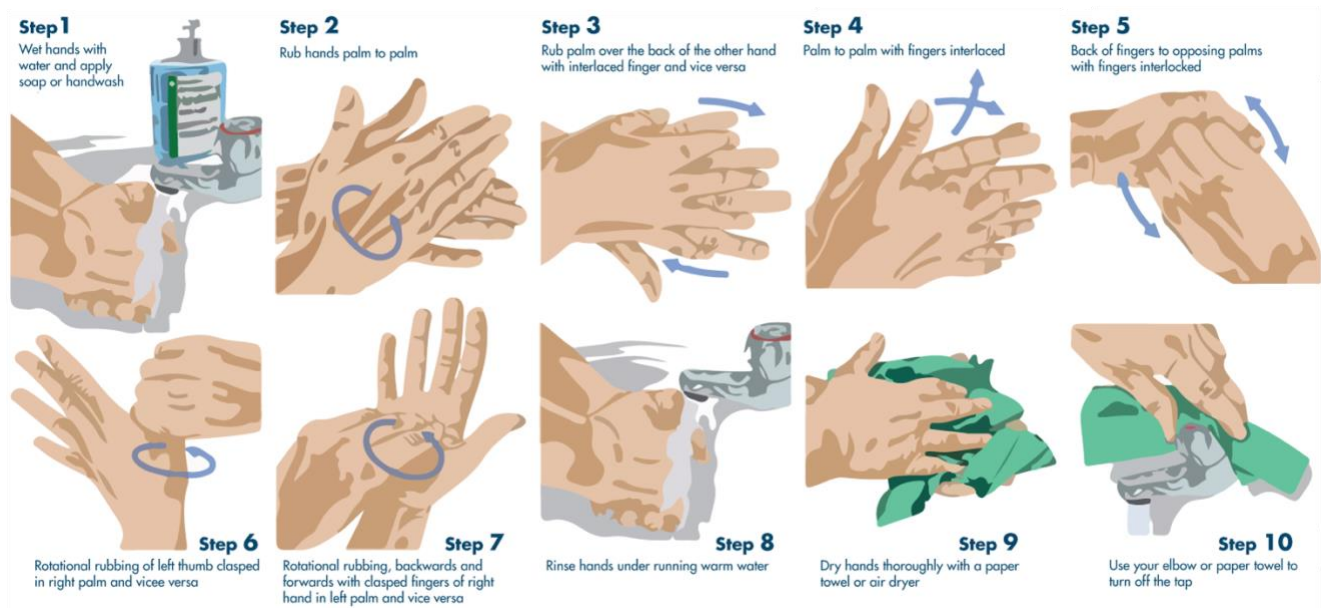
- Conference rooms and shared workspaces may be used only if social distancing regulations can be maintained. Teams are encouraged to continue the use of electronic mediums (teleconferencing) to conduct group meetings.

These are the guidelines for using conference rooms and shared workspaces:

- All persons in attendance **MUST** wear proper protective gear throughout the duration of the meeting.
- Capacity will only be approved where social distancing regulations can be safely maintained.
- Tables and surfaces should be wiped down with sanitizing products at the start and end of each meeting.
- Staff should plan for a 30-minute window between meetings for cleaning.

Restrooms

- All multi-person restrooms will be restricted to one person at a time and will have signage installed stating the process.
- When opening or closing the restroom door, use a paper towel, tissue, disinfectant wipe, or disposable glove.
- Restrooms will be stocked with soap and paper towels. Hand soap will be available in all restrooms.
- Posters on how to wash hands properly will be posted in all restrooms. Restrooms will be cleaned regularly throughout the day and at night.



Stairwells

Staff, students or visitors may use the stairwells. They should wear face masks, use a paper towel, tissue, or gloves when touching the stairwell, and follow the six-foot social distancing.

Meals and Break Rooms

- While there is no data to suggest that COVID 19 can be transmitted through properly cooked and handled food, the coronavirus can live on surfaces for extended periods of time. It is highly transmissible in locations like communal kitchens and break rooms where people are gathered in close proximity for extended periods of time and where surfaces are improperly sanitized between use.
- Employees **may not use** break rooms other than to get water and/or ice. Employees will be allowed to use the Lower School cafeteria at Easy Grand Preparatory and the cafeteria at Buckner Preparatory as temporary *break rooms* while students are receiving only At-Home/Virtual 2.0 instruction. Tables and extra microwaves stations will be set up to maintain social distancing.

- Employees will not be allowed to go to restaurants for lunch or dinner with other employees during the school day to maintain the safety and health of all employees and students. The Dallas County Health and Human Services (DCHHS) department confirmed that many outbreaks of COVID-19 occur when employees leave their place of work and share meals with other employees. DCHHS recommends employees maintain social distancing, wearing masks, and frequently washing hands to slow the spread of COVID-19.

To best protect employees in these areas:

Break Rooms

- Employees **may not use** break rooms other than to get water and/or ice.
- Employees may use break rooms if social distancing guidelines can be maintained.
- Congregating will not be permitted.
- While these areas will be sanitized daily, cleaning products will be made available so that you may personally sanitize surfaces, handles, etc., before and after your personal use.
- Sharing of any foods or utensils is strongly discouraged.
- Employees are encouraged to bring foods and beverages (including coffee) from home.

Workstations

Employees will be required to follow a “clean desk” protocol. No food, drinks or items that can be damaged should remain on the desk at the end of the workday. Personal cups, water bottles, etc., should be put away in drawers or cabinets.

Workstations will undergo a daily intensive cleaning, which requires that workstations be clear.

The workstation of an employee who has symptoms of or has been diagnosed with COVID 19 will not be used up to 24 hours prior to cleaning.

Individual Offices

Employees in individual offices should not hold meetings or host guests unless the six-foot social distancing can be enforced.

Supply Rooms and Shared Equipment



Teams should assign a designee responsible for fulfilling supply requests. This will limit the number of people accessing the space, and provide for minimal contamination of resources, provided that appropriate PPE and distancing are in place.



While shared equipment will be treated nightly, individuals are responsible for sanitizing shared equipment, such as copy machines, before and after use. Wipes and cleansers will be provided.



Sharing supplies, such as pens, pencils, notepads, etc., and congregating in work and supply areas is strongly discouraged. Desks and any touchable surfaces should be wiped down daily at the end of use.



If a supply area is locked, or otherwise unavailable to you, please consult your supervisor prior to attempting to gain access.

Intake of Technology

Employees responsible for handling technology items should follow the guidelines outlined in *Sanitizing Technology Devices* (this is found at the end of this guidebook).



All social gatherings or group activities are cancelled. This includes sharing food of any kind, potlucks, and/or office celebrations requiring groups to gather.



Avoid person-to-person contact such as shaking hands, touching, hugging, etc. The CDC strongly advises against handshakes during the coronavirus pandemic.



Avoid visiting or socializing at another employee's cubicle or office.

Screening Process

All employees are required to self-screen before going to work by checking their temperature and determining if they have any of the following new or worsening signs or symptoms of possible COVID 19:

- Unexplained new or worsening cough
- Shortness of breath or difficulty breathing
- Chills
- Fatigue
- Repeated shaking with chills
- Unexplained muscle aches
- Unexplained headache
- Unexplained sore throat
- New loss of taste or smell
- Nausea or vomiting
- Diarrhea
- Feverish feeling or a measured temperature equal to or greater than 100° F
- Known close contact with a person who is lab-confirmed to have COVID 19

All staff and visitors will be screened prior to building entry to promote a healthy work environment and reduce the risk of transmission. All campus staff must arrive by 7:30 a.m. (unless otherwise assigned by campus administration) in order to be fully prepared for employee screening procedures before entering the building.

All campus staff must arrive by 7:30 a.m. (unless otherwise assigned by campus administration) in order to be fully prepared for employee screening procedures before entering the building. As a first line of defense, all employees must self-screen (daily) before arriving to campus. **This should be completed in the morning before arriving to work so that campus administrators can be notified of your status for the workday.** Employees will be required to complete a self-screening questionnaire via the Skyward app. If an employee answers “yes” to any question, they must contact their immediate supervisor to inform them that they will not report to work. The supervisor is to contact the Chief Human Resource Officer, Glenda Brannon to report an employee who failed to pass the self-screening process.

All employees must report to the tent area (East Grand Preparatory) located at the west entrance of the Upper School building or the gate between the Student Center and the main building (Buckner Preparatory). As you enter the building, a temperature check will be required. Employees and visitors who clear the screening will be provided a sticker to enter the building. **The sticker should be displayed prominently either on the employee I.D. badge or on the employee’s shirt/blouse.**

Under the Employee Support section, please see resources available for employees at the end of this guidebook.

Temperature Checks and Health Questions

Follow these steps for screening:

- Plan to arrive at least 15 minutes prior to start time.
- Upon arrival to the campus, proceed to the designated area where temperature checks will be conducted daily.
- Your forehead should not be exposed to direct sunlight and should be unobstructed by hair during screening.
- Trained staff will check your temperature using a non-contact forehead thermometer.
- Remain stationary during the temperature check, which lasts less than 10 seconds.

Individuals with temperature readings over 100° F will not be permitted to report to work and will be directed to a designated area where they will be given further instructions by their principal or supervisor.

If you have any symptoms of COVID-19 or are diagnosed with COVID-19, you will not be permitted to work until all three of the following criteria are met:

- 24 hours with no fever (resolution of fever without the use of fever-reducing medications);
- Symptoms improved (e.g., cough, shortness of breath); and
- 10 days have passed since symptoms first appeared

Or:

- Obtain an acute infection test at an approved testing location (<https://tdem.texas.gov/COVID-19/>) that comes back negative for COVID-19

Or:

- A doctor's note indicating an alternative diagnosis

If you become ill during the workday and exhibit any symptoms of COVID-19 or are diagnosed with COVID-19, you will not be permitted to work until the three criteria above are met or you have a medical professional's note clearing you to return to work.

Guidelines for Staff with Confirmed COVID 19, COVID 19 Symptoms, or Family Members with COVID 19 Symptoms

Staff Who Become Ill During the Workday

Due to the contagious nature of the virus, all staff should stay informed, practice healthy habits, and avoid sharing equipment when possible to prevent the spread of COVID 19.

Signs or symptoms may appear 2-14 days after exposure to the virus.

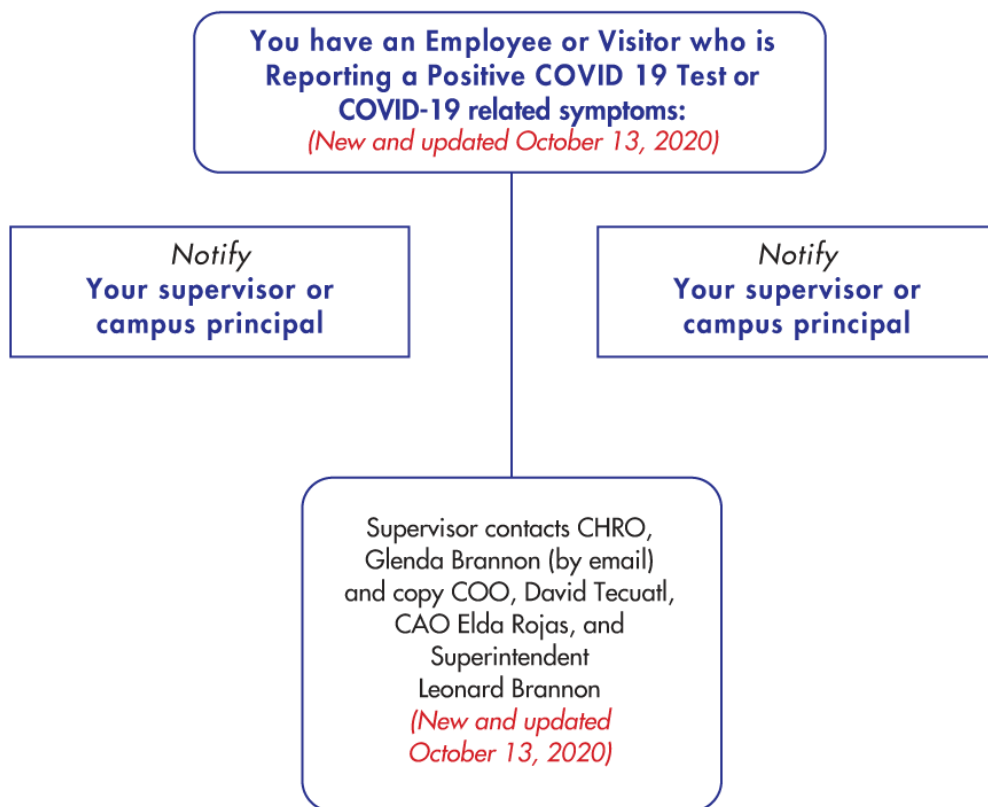
People with the following symptoms may have COVID 19:

- Unexplained new or worsening cough
- Shortness of breath or difficulty breathing
- Chills
- Fatigue
- Repeated shaking with chills
- Unexplained muscle aches
- Unexplained headache
- Unexplained sore throat
- New loss of taste or smell
- Nausea or vomiting
- Diarrhea
- Feverish feeling or a measured temperature equal to or greater than 100°F
- Known close contact with a person who is lab-confirmed to have COVID 19

If staff develop symptoms of COVID 19 during the workday or are confirmed to have COVID 19 infection, the following steps will be taken to reduce transmission:

- Separate ill staff from others and send them home.
- Contact maintenance for standard operating procedures of cleaning/disinfection of the affected employee's desk or workstation.
- In most cases, the department/facility will not need to be shut down.
- Contact appropriate personnel (see chart below) to assist with contact tracing to determine other staff that may have been exposed to the virus.

The super intendent will inform staff of possible exposure to virus while maintaining confidentiality.



Return-to-Work Guidance

When notified of a confirmed COVID-19 case or that an employee suspects they have COVID-19 related symptoms notify the following **(New and updated October 13, 2020)**:

1. Direct Supervisor or campus principal
2. The Supervisor will contact CHRO, Glenda Brannon (gbrannon@cityscapeschools.org), and copy COO, David Tecuatl (dtecuatl@cityscapeschools.org), CAO, Elda Rojas, (erojas@cityscapeschools.org), and Superintendent, Leonard Brannon (leo@cityscapeschools.org)

For Persons who think or know they have COVID-19 and have COVID-19 related symptoms

If you have any symptoms of COVID-19 or are diagnosed with COVID-19, you will not be permitted to work until all three of the following criteria are met:

- 24 hours with no fever
- Symptoms improved; and
- 10 days have passed since symptoms first appeared

** Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation **(New October 13, 2020)***

Or:

- Obtain an acute infection test at an approved testing location (<https://tdem.texas.gov/COVID-19/>) that comes back negative for COVID-19

Or:

- A doctor's note indicating an alternative diagnosis

For Persons Who Have Not Had COVID-19 Symptoms but Tested Positive

If you continue to have no symptoms, you can be with others after:

- 10 days have passed since test
- Depending on your healthcare provider's advice and availability of testing, you might get tested to see if you still have COVID-19. If you are tested, you can be around others after you receive a negative test result. **(New and updated October 13, 2020)**
- If you develop symptoms after testing positive, follow the guidance above *For Persons who think or know they have COVID-19 and have symptoms*

For Persons Who Have Had Close Contact with Someone Tested Positive for COVID-19 (NEW October 5, 2020)

Quarantine is used to keep someone who might have been exposed to COVID-19 away from others. Quarantine helps prevent spread of disease that can occur before a person knows they are sick or if they are infected with the virus without feeling symptoms. People in quarantine should stay home, separate themselves from others, monitor their health, and follow directions from their state or local health department. You need to quarantine if you have been in close contact with someone who has COVID-19, excluding people who have had COVID-19 within the past 3 months.

Here are the steps you take if you are in quarantine:

- Stay home for 14 days after your last contact with a person who has COVID-19
- Watch for fever (100.4°F), cough, shortness of breath, or other symptoms of COVID-19
- If possible, stay away from others, especially people who are at higher risk for getting very sick from COVID-19

For all the following scenarios, even if you test negative for COVID-19 or feel healthy, you should stay home (quarantine) since symptoms **may appear 2 to 14 days** after exposure to the virus.

Scenario 1: close contact with someone who has COVID-19 and you will not have further close contact

I had close contact with someone who has COVID-19 and will not have further contact or interactions with the person while they are sick (e.g., co-worker, neighbor, friend). Your last day of quarantine is 14 days from the date you had close contact.

Date of last close contact with person who has COVID-19 + 14 days = end of quarantine.



Please note if your quarantine starts at noon on day 1, then it would end at noon on the last day.

Scenario 2: under quarantine and had additional close contact with someone who has COVID-19

I live with someone who has COVID-19 and started my 14-day quarantine period because we had close contact. What if I ended up having close contact with the person who is sick during my quarantine? What if another household member gets sick with COVID-19? Do I need to restart my quarantine?

Yes. You will have to restart your quarantine from the last day you had close contact with anyone in your house who has COVID-19. **Any time a new household member gets sick with COVID-19 and you had close contact, you will need to restart your quarantine.**



Please note if your quarantine starts at noon on day 1, then it would end at noon on the last day.

Return-to-work guidance cannot anticipate every unique situation. Therefore, please contact Ms. Glenda Brannon, Chief Officer of Human Resources, for further questions or concerns

Contact Tracing

WHAT YOU NEED TO KNOW ABOUT: COVID 19 + CONTACT TRACING

Q: What is contact tracing?

A: Contact tracing is a disease control measure to identify persons who may have been exposed to an infectious disease (COVID 19, flu, etc.) and alert their close contacts of their exposure.

Q: Why is contact tracing done?

A: The goal of contact tracing is to help prevent the further spread of infection, to identify hotspots of infection, and to protect friends, families and communities from potential infection.

Q: Is contact tracing confidential?

A: Confidentiality is critical to the success of contact tracing. Your information will be confidential and the identity of the person(s) who may have been exposed will not be shared.

Q: How is contact tracing done?

A: Trained health services staff work with persons diagnosed with COVID 19 to help them recall everyone who they had close contact with while they were infectious. Health services staff will notify person(s) who may have been exposed (contacts) as quickly as possible to prevent additional spread of the disease.

Q: How will contacts be notified?

A: A Health Services staff member will notify the contact by phone that they may have been exposed to COVID 19, provide information on symptoms, resources and encourage them to self-quarantine, if needed to prevent the spread of the disease.

Q: What are contacts asked to do?

A: Contacts must stay at home and maintain social distancing (at least 6 feet) from others they live with, until 14 days after their last known exposure. Contacts should self-monitor for symptoms, avoid contact with high-risk persons and take temperature if these symptoms develop:

- Fever (100° F)
- Cough
- Chills
- Muscle Pain
- Shortness of breath / difficulty breathing
- Sore Throat
- New loss of taste or smell

IF CONTACTS DEVELOP SYMPTOMS, THEY SHOULD SEEK MEDICAL CARE, IF NEEDED, OR CALL 911 IF THERE IS A MEDICAL EMERGENCY.

Q: What will be said to my close contacts about me?

A: Identified contacts will be told they were potentially exposed. They will be asked questions about their symptoms in relation to COVID 19. Contacts will receive information about how to monitor symptoms through the monitoring tool, and information about what to do if they become sick.

Q: How has contact tracing been used previously?

A: Contact tracing was used during the 2014 Ebola virus outbreak, as well as in the SARS outbreak in 2003. Contact tracing is also used to combat measles and tuberculosis.

Employee Support

All staff members are encouraged to communicate any concerns to their supervisor, who will be able to further direct them in the event additional services, information, and/or considerations are needed.

How Your TRS Health Plan Can Help

Through your TRS-ActiveCare plan and CVS Caremark will provide the following to all participants:

- Waived costs for all diagnostic testing of COVID-19 for patients who meet CDC guidelines (ask your provider to make sure you qualify).
- Waived member cost-sharing for inpatient admissions for treatment of COVID-19. Waived cost for all telemedicine visits through 1) [TRS Virtual Health powered by Teladoc](#), and 2) in-network providers who deliver virtual care, such as live video conferencing.
- Free home delivery of all prescription medications. See [CVS Caremark FAQ \(pdf\)](#) for more details.
- Healing better care package – if you are diagnosed with COVID-19, Aetna will send you a care package containing items to help you recover at home. The packages include resources, personal care items and household supplies to protect your loved ones from potential exposure in your home. (In effect till August 31, 2020)
- Refills for maintenance medications before a 30-day prescription is up (eligible 90-day refills strongly encouraged).
- CVS Health has activated a process to allow for 10-14 day overrides when appropriate, for members in areas where a Declaration of Emergency has been issued.
- Access to the following programs:
 - Crisis Response Lines for participants who may be experiencing anxiety related to COVID-19, call 1- 833-327-2386.
 - Expanded 24/7 access to the [Aetna Nurse Medical Line](#), call 1-800-556-1555. Resources for Living toolkit with materials specifically developed for members experiencing anxiety related to COVID-19. For more information contact the Aetna Resources for Living at 1-833-327-2386. (In effect till August 31, 2020)

COVID TESTING LOCATIONS

The Texas Department of Public Safety (TXDPS) has an interactive map of COVID-19 testing locations throughout Texas. Find a site near you by using your address or zip code in their search bar:

[TXDPS COVID-19 Testing Sites Map](#)

CVS Caremark is currently offering drive-thru testing at specific locations. To take advantage of this benefit, do the following:

- Pre-register on www.cvs.com/minuteclinic/covid-19-testing
- CVS will determine your eligibility for testing during registration.
- If eligible, you'll enter in your insurance information on your medical ID card.
- [Find a testing location near you.](#)

Remember, you will still need to bring your *medical ID card* for COVID-19 testing. This is not part of CVS Caremark's pharmacy program. Below are resources available for employees.

Resources

TRS- ActiveCare participants	BlueCross BlueShield	(800) 222-9205	www.bcbs.com
	Scott & White Health Plan (HMO)	(800) 222-9205	www.trs.swhp.org
	Teledoc	(855) 835-2362	https://member.teladoc.com/trsactivecare
<p>Texas Department of State Health Services</p> <ul style="list-style-type: none"> COVID 19 Self-Checker COVID 19 Test Collection Sites 			
		Dial 2-1-1, then choose Option 6.	https://www.dshs.state.tx.us/coronavirus/testing.aspx coronavirus@dshs.texas.gov
<p>Centers for Disease Control and Prevention</p> <ul style="list-style-type: none"> "If You are Sick or Caring for Someone" 			
		(800) 322-4636	https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html

Guidelines for Sanitizing Technology Devices

Safety Precautions to Best Protect Yourself and Others	<ul style="list-style-type: none"> When cleaning technology devices, it is important to follow manufacturer guidance. Wear a face mask. Wear gloves when handling technology items. Wash hands frequently or use hand sanitizer with at least 60% alcohol. Maintain at least six feet of distance when verifying the delivery or receipt of technology items.
General Cleaning Tips	<ul style="list-style-type: none"> Use a lint-free cloth, screen wipe or microfiber cloth. Prior to sanitizing a laptop, close the laptop, remove the battery from the bottom and unplug all external power sources and cables. Open the laptop after disconnecting the battery. Avoid placing pressure on the screen; pushing on the screen or excessive wiping can damage the pixels of a flat-screen monitor. Remove dirt, dust and crumbs from the keyboard, using a can of compressed air. Do not use bleach or other aerosol sprays. Do not submerge or spray cleaner directly on devices.