

## OLHSA WIC clinic: Contingent plan and procedure for serving clients during COVID-19 outbreak [Local Policy – SE Michigan]

Mission: To ensure safety of staff and clients during the outbreak of COVID-19 and do our part, as a public health entity, to contain the spread of the virus. During the time of the COVID-19 outbreak OLHSA clinics will take as many measures as possible to keep clients and staff safe. Including limiting how many clients are seen, limiting locations and limiting number of staff working at one time.

Beginning July 1st, 2020 OLHSA **CONTINGENT** that additional physical presence are not approved by USDA, OLHSA WIC clinics will adhere to the following policies:

- OLHSA clients will be seen, only at the main OLHSA building, at 196 Cesar E Chavez Ave Pontiac, MI and the Madison Heights location at 711 W 13 Mile Rd, Madison Heights, MI. This is to ensure safety of clients and staff so that they can have enough space to maintain physical distancing which is not allowable at other OLHSA sites due to the small spaces and lack of cleaning service availability.
  - OLHSA will pilot new procedures at the main OLHSA location first.
- City Wide Cleaning will be contracted to clean at OLHSA WIC locations every night OR cleaning machine will be utilized if purchased by OLHSA Early Childhood.
- OLHSA staff will be asked screening questions each morning upon entering the OLHSA building.
- OLHSA staff will be provided with all necessary PPE needed depending on the amount of PPE needed for their job
  - Document collecting: mask and gloves
  - Anthropometric data collection: gown, gloves, shield, mask
    - *\*According to the Center for Disease Control, staff who perform things like anthropometric measurements and blood work are "Medium Exposure Risk", which calls for use of respirators, face shields, and disposable gowns, in addition to masks and gloves. Therefore, staff will be provided with this PPE before safely returning to clinic.*
    - *The OLHSA coordinator will work with the OLHSA returning to work committee and OCHD to procure all necessary PPE.*
- Clients will be scheduled in office, only for priority appointments. That is clients who are new or have been terminated from the MI- WIC system and WIC staff are unable to issue benefits for without physical presence.
- Appointments will be scheduled as follows:
  - 45-minute appointments for clients if anthropometric data is needed.
  - 30-minute appointments for document checking only.
    - *Coordinator will assess if clinic hours need to be adjusted based on needs of clients and staff*
  - Curbside pickup will be utilized for card replacement.
- Clients will be asked to sign in outside of the OLHSA building with their name and phone number and wait in their car for their appointment. Clients will be called once the client before them has left, and proper sanitation has occurred.

Created by: Vanessa Schifflbine, RDN on March 19<sup>th</sup>, 2020

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- Staff will be given training on proper cleaning procedure for cleaning needed in between clients.
- If clients do not have a car and cannot wait outside due to uncomfortable weather conditions, clients will be provided with a confined and distanced waiting place in the OLHSA building.
- Only the child that is needed for the appointment the authorized person or proxy should be present, all other children and adults should stay home or in the car when possible.
- Clients will be screened upon entering the building according to OCHD guidelines.
- Clients will be asked to bring recent referral data from their physician to their appointment to limit physical contact between staff and clients when possible.
- No more than two staff members will be permitted to work together at one time. Other staff members will continue monitoring phones, issuing benefits and providing other client services remotely as long as possible.
- Breastfeeding staff will continue to utilize phone and video chats to support breastfeeding mothers.
  - Breastfeeding staff will be provided with proper PPE if a consult is needed in person.
- Staff will maintain at least 6 ft distance from clients and each other at all times if possible.

These procedures are subject to change as we learn more information and as the COVID-19 outbreak evolves.