



**Family
Connections
Centers**

COVID-19 Prevention Protocol

Updated 1.25.22

Table of Contents

I. Agency Contacts	2
II. Objective	3
III. Employee Work	4
IV. Entry Requirements	5
V. Measures to Prevent Crowds and to Maintain Distance from Others	6
VI. Supplies	7
VII. Sanitation	8
VIII. In the Event of a Suspected or Known COVID-19 Exposure	9

Family Connections Centers • Portola

2565 San Bruno Avenue, San Francisco, CA 94134 • 415.715.6746

Family Connections Center • Excelsior

5016 Mission Street, San Francisco, CA 94112 • 415.333.3845

fcenters.org

I. Agency Contacts

You may contact the following staff with any questions or comments about this protocol:

Family Connections Centers • Portola

Contact: Kevin Amann, Operations Director

Phone number: 415-715-5104

Facility Address: 2565 San Bruno Ave., San Francisco, CA 94134

Family Connections Centers • Excelsior

Contact: Tong Nguyen, Administrative Manager

Phone number: 415-333-3845

Facility Address: 5016 Mission St., San Francisco, CA 94112

II. Objective

Family Connections Centers (FCC) has adopted the following protocol to assure appropriate COVID-19 prevention measures are taken to ensure staff, participants, and visitors are safe while in our facilities. These protocols align with governmental agencies. Please keep in mind that the following protocols may change and be adapted with further guidance from the San Francisco Department of Public Health. Specific Program Protocols can be found in alternate documents. Please see Program leads for that information.

III. Employee Work

- Copies of the Family Connections Centers COVID-19 Prevention Protocol will be distributed to employees.
- Staff may be approved to carry out some or all of their work duties from home.
 - Family Connections will undertake measures to support those working remotely.
- Staff will be trained on COVID-19 prevention strategies.
- Workstations should contain only necessary supplies and be kept in an orderly and minimal condition.
- Employees will wash hands upon building entry. Staff must wash hands frequently, after returning from meal breaks, when using the restroom, and should avoid touching their face.
- Staff, interns, and volunteers must have up to date COVID vaccinations, including booster shots, to work on-site.
 - If an employee has a medical or religious exemption:
 - They must wear an N95 mask at all times.
 - They must submit a negative COVID-19 PCR test weekly.
 - All exemptions must be approved by the Executive Director.
- If a staff member exhibits symptoms, they:
 - cannot come to work and should get tested immediately.
 - *must* leave the premises if exhibiting symptoms on-site, and get tested.
- If a staff member is exposed to an individual that tests positive for COVID-19, they should:
 - report to supervisor and Operations Director. *See section VIII.*
 - provide a copy of their negative COVID test results before returning to work.
- If a staff member tests positive:
 - They must inform their supervisor and the Operations Director immediately.
 - The Operations Director will advise staff member on return to work. Generally:
 - They can return to work 10 days from first symptoms or positive test IF they have no fever or symptoms for the last 3 days.
 - Per DPH protocols, FCC does not require a negative test to return if you pass the above criteria.
 - If an infected staff member has been in the workplace during the contagious period, FCC will begin tracing, testing, and reporting protocols and inform necessary staff and participants.
 - SPOT reporting information is required for all positive cases, effective January 2022. https://spot.cdph.ca.gov/s/?language=en_US

IV. Entry Requirements

- The COVID-19 Prevention Protocol will be emailed/mailed beforehand to participants, posted on-site, and available on-site to take home by request.
- There will be designated checkpoints/clearance areas for entry into Family Connections' facilities.
- Staff, participants, visitors will sign in upon arrival, including contact phone number.
- Health protocols for entering facilities require that all staff/visitors:
 - Conduct a temperature check
 - Wash or sanitize hands
 - Wear masks
- Staff must wear N/K-95 face masks throughout their time in the center and shared offices.
 - Masks will be available from the agency for staff that are working as needed or if masks are damaged.
- Participants shall wear face coverings as follows:
 - Ages 0-1: Should not wear a mask due to risk of suffocation.
 - Ages 2+: Must wear masks.
 - Mask must cover nose and chin.
- Participants are encouraged to limit the personal items they bring into the facilities (i.e., clothes and small snacks).
- Participants will park strollers in a designated checked-in and checked-out stroller area.
- Participants will be expected to comply with COVID-19 prevention protocols.
- Children and adults who display symptoms while on-site will be isolated and sent home immediately and encouraged to seek COVID-19 testing.
 - Rapid tests are available for this use.
- Participants and visitors are expected to be vaccinated against COVID-19.
 - Participants/visitors do not need to show proof of vaccine, unless they are serving in a volunteer capacity, or will be on-site for long durations for other work (i.e., vendors doing work).

V. Measures to Prevent Crowds and Maintain Distance from Others

- There will be signage throughout the facility to inform employees and participants that they should:
 - avoid entering the facility if they have a cough or fever.
 - maintain 3 feet of distance from one another, when possible.
 - sneeze and cough into a cloth or tissue or, if not available, into one's elbow.
 - not shake hands or engage in any unnecessary physical contact.
- There may be one directional path whenever possible (one entrance and one exit) to reduce cross traffic.
 - Formerly prohibited entryways and exits will be used to decrease cross traffic.
- Desks or individual workstations will be separated by at least 3 feet.
- Staff and participants will limit movement to only essential needs. Please do not visit programs and others unnecessarily.
- Pick-up and drop-off will be at curb side/closest door.
- There will be a designated area/desk for each participant/child when possible.
- Employees will maintain 3 feet of distance from participants and from each other, when possible.
- Person-to-person contact will be restricted to events that require it for safety/security, with minimal duration.

VI. Supplies

- Hand sanitizer, soap and water, or effective disinfectant will be available to the public at or near the entrance of the facility, registration area, and other high-traffic areas.
- Supplies will be provided by staff. Participants cannot take or serve, including food-related items.
- Fixtures will be operated automatically when possible (sink, toilets, hand dryers, water fountains, soap dispensers, hand sanitizers, doors, lights).
- Staff will wear gloves for handling food and other highly sensitive things that go to and from participants. Proper glove use procedures should be followed.
- When possible, have individual supplies for each participant in program.
- Limit the items in classes and lobby that would be touched often and/or hold germs for any length of time.
- Rapid tests are available for staff and participants.
 - Anyone who is symptomatic will be sent home immediately.
 - After leaving the facility, they should take a rapid test. If positive, follow the protocols outlined in Section III.

VII. Sanitation

- There will be visible schedules posted that should be filled out confirming cleaning of bathrooms.
- Break rooms, bathrooms, and other common areas that are in use will be disinfected frequently.
- Payment portals, pens, and styluses will be disinfected after each use.
- High-contact surfaces will be disinfected frequently.
- When possible, doors will stay unlocked and/or open to reduce touching doors knobs.
- Disinfectant and related supplies will be available to all employees at the following locations: kitchen and at designated sites throughout the facilities.
- Hand sanitizer will be available to all employees at the following locations: lobby, kitchen, and other areas with heavy traffic.
- Soap and water will be available to all employees at the following locations: all bathrooms and kitchen.
- UV-based air purifiers will be utilized throughout the facility.
- In addition to keeping our restrooms clean and dry, each person must disinfect the toilet seat, flush handle, sink, faucet handle, doorknobs, light switch and other touched areas after each use. Disinfecting supplies are provided.

VIII. In the Event of a Suspected or Known COVID-19 Exposure

- Family Connections will work with the San Francisco Department of Public Health (SFPDH) to determine what steps are needed for affected staff, children, and families.
 - COVID-19 School/Childcare Team, San Francisco Department of Public Health
 - For questions and guidance, please email: schools-childcaresites@sfdph.org
 - NEW - to report cases, please email: cases.schools@sfdph.org
 - Schools and Child Care Hub Phone: 628-217-7499
- FCC will contact anyone that may have had contact with a person diagnosed with COVID-19 or was in the facility during the contagious period.
 - FCC will determine these people using the front office sign in sheet and/or program attendance sheets.
- Anyone who has been in close contact or exposed to COVID-19, waiting for test results, or who has a positive COVID-19 test result must follow the criteria as well as any applicable requirements from the quarantine and isolation directives (link below) before returning to the program.
- Anyone required to self-quarantine or self-isolate may only return to the program after they have completed self-quarantine or self-isolation for up to 10 days to avoid inadvertently exposing the public to the virus.
- Anyone tested negative for the virus (no virus found) may only return to the program after waiting for time listed on the directives, after their symptoms have resolved.
- Children and staff are not required to provide a medical clearance letter in order to return to the program if they have met the requirements outlined in the directives.

Detailed information:

- <https://www.sfdph.org/dph/files/ig/Programs-for-Children-and-Youth.pdf>
- <https://www.sfdph.org/dph/covid-19/schools-isolation-and-quarantine.asp>