



SCREENING PROTOCOL GUIDELINES

Updated 8/10/2020

Important for All Screeners: *The TAP Confidentiality Policy applies and HIPPA is in place for those who are completing the screening process. Any information you receive about someone who is ill should not be communicated with anyone other than the supervisor on site or HR Director. Screeners, supervisors and the HR Director will maintain the utmost confidentiality and share the information only with those who have a need to know.*

1. Mask Requirement

If a staff member or a client/visitor refuses or is unable to wear a cloth mask, then we will be breaking the law and subjecting the agency to adverse actions. The following protocol applies.

- A. **STAFF** - If the staff member refuses to wear a cloth mask, the staff member will need to stand outside until the onsite supervisor or the HR Director has been contacted to meet with the staff member.
- B. **CLIENT/VISITOR** - If a Client/visitor refuses or is unable to wear a cloth mask, then the screener politely says:

Per State guidelines everyone entering an indoor public facility for the safety and health of everyone, should be wearing a cloth mask, if you do not have one then we can provide one to you.

If they still refuse to wear a cloth mask, then politely say the following:

I am sorry but per our agency policy and the state's guidelines we cannot provide you with onsite services since you are not wearing a cloth mask. This is for everyone's safety. However, we will be glad to try to assist you remotely. What type of services are you interested in? Could you please give me your contact information and we will have someone contact you within the next 24 hours.

If a client/visitor has made an appointment with a staff member, then please use the following protocol?

Contact the staff member they have the appointment with to let them know the client/visitor is downstairs and the client/visitor has decided to not wear a mask.

*The screener should ask for that client to stay outside while they wait for the staff member. The staff member can **ONLY MEET** with the client **OUTSIDE** the building. The staff member will then decide how to proceed with the client but the client **WILL NOT** be allowed into the TAP facility without a cloth mask.*

2. Temperature Screening

Prior to answering the questions on the screening form, the screener must take a temperature reading for each individual (including staff) entering a TAP facility. A body temperature scanner will be supplied to each screening location and directions on how to use the scanner is in the Screener Procedure Outline. If a client/visitor has a temperature of 100.4 or below, they are allowed access into the TAP facility. If their temperature is above 100.4 then you state the following:

Your temperature is above the CDC guideline so you will not be allowed to enter this facility. We also recommend that you see a healthcare provider. Would you be willing to give us your phone number, email address and home address? We do want to help you, so if we have your contact information then I can have someone follow up with you as soon as possible.

If denied access to the facility because of temperature, the screener **does not** need to ask questions 1-4 but you should complete the **TAP OFFICE INFORMATION Section** at the bottom of the form.

If a **STAFF** member does not meet the temperature requirement then they are not allowed access into the facility and **must contact** their direct supervisor to let them know.

3. If “YES” answer to Question #1

Ask what date they were diagnosed and record that date on the screening form. Follow up with the question, **Have you received a negative test from your doctor?** If they say “YES” then go to the bottom of the form under **Check All Actions Taken** and mark the box Negative Test / 14 days secluded. Also ask for the date the negative test was received. That date is recorded in the space following the question at the top of the form. Then politely ask the client or visitor to step outside for a moment. Contact the supervisor on site or the HR Director. The supervisor or HR Director will ask additional questions of the person to determine if it is safe for the person to enter the building and meet with staff maintaining our established safety guidelines. **Pertaining to STAFF:** Prior to returning to work the staff member is required to send to Tabatha Cooper, HR Director medical documentation verifying that they no longer have COVID-19. If the Staff member answers “YES” to this question and explains that they have sent in the right documentation to Tabatha then please contact Tabatha to verify.

4. If “YES” answer to Question #2

Ask the following question: **Have you tested “Negative” for the virus or did you stay at home or self-quarantine for 14 days** after either being in close contact or living with someone in the household with a known or suspected case of coronavirus? If they say “YES” to this question then go to the bottom of the form under Check All Actions Taken and mark the box Negative Test / 14 days secluded.

If the answer is “**NO**” to either a negative COVID-19 test or having stayed at home or secluded for 14 days, skip down to the bottom section of the Screening Form titled *TAP Office Information*. Find out the name of the staff member that the client wants to see and the reason. **Also ask if they would be willing to give us their phone number, email address and home address.** After finding out this information, politely ask the client or visitor to step outside for a moment. Contact the supervisor on site or the HR Director. The supervisor or HR Director will ask additional questions of the person to determine if it is safe for the person to enter the building and meet with staff maintaining our established safety guidelines. If it is not, the supervisor is to politely inform the person that they will not be allowed to meet with staff until they have ***verified that they tested negative for the virus or satisfied the 14 days of seclusion.***

Staff members are required to provide medical documentation that they don't have the COVID-19 virus.

5. If “**YES**” answer to Question #3

Circle the state that they traveled to on the form. Ask **When did you return from your trip?** Mark this date on the form. Follow up question is **Have you been tested since returning or self-quarantined for 14 days?**

If they say “**YES**” then go to the bottom of the form under Check All Actions Taken and mark the box Negative Test / 14 days secluded.

It is also important to check the date they returned from their trip. If they only returned 7 days ago then they have not self-quarantined for 14 days.

If they say “**NO**” then politely ask the client or visitor to step outside for a moment. Contact the supervisor on site or the HR Director. The supervisor or HR Director will ask additional questions of the person to determine if it is safe for the person to enter the building and meet with staff maintaining our established safety guidelines. If it is not, the supervisor is to politely inform the person that they will not be allowed to meet with staff until they have ***verified that they tested negative for the virus or have satisfied the 14 days of seclusion.***

Staff members are required to provide medical documentation that they don't have the COVID-19 virus.

6. If “**YES**” answer to Question #4

If “**YES**” answer to #4 on the screening form for any of the following symptoms that cannot be explained, politely ask the person to step outside for a minute. This includes STAFF members as well.

Contact the supervisor that is on site or the HR Director who will politely suggest that the person seek medical attention and explain that due to the agency policy, we will not be able to allow anyone to meet in the building with symptoms of being ill.

Complete the contact section in the section titled **TAP Office Information** with their phone number, email address and home address. Explain that we will be glad to contact the person in a few days to check on them and to schedule a meeting.

Once the client/visitor has left, the supervisor on site should contact Tabatha Cooper, HR Director.

Symptoms to Screen

- a. Difficulty breathing (shortness of breath)
- b. Body aches (other than from an injury) – Ask, is the pain persistent? Do you have pressure in the chest? (If either exists, immediate medical attention is needed)
- c. Cough (not allergy related)
- d. Sneezing or running nose (not allergy related)
- e. Vomiting or diarrhea
- f. Severe Headache (not due to migraine)
- g. Fatigue (unusual tiredness or weakness)
- h. Loss of taste or smell
- i. Chills (not due to simply being cold)

If fever, unexplained cough or shortness of breath, they should seek medical attention as soon as possible. Inform them to contact the Health Department if they don't have a primary care physician.

Additionally, if the person displays new confusion or an inability to arouse OR bluish lips or face, suggest that they seek medical assistance immediately or call 911.

If you have any questions regarding the screening form or the screening protocol guidelines, please contact Tabatha Cooper at 540-855-0452 or Angela Penn at 540-588-0415.