



SCREENING PROTOCOL GUIDELINES

Revised 3/24/2021; Effective 4/6/2021

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 face covering (**per our TAP Face Covering Policy definition**), then we will be breaking the law and subjecting the agency to adverse actions. Listed below is the “Face Covering” definition that TAP uses.

“Face Covering” means an item made of 2 or more layers of washable, breathable fabric that fits snugly against the sides of the face without any gaps, completely covering the nose and mouth and fitting securely under the chin. Neck gaiters made of 2 or more layers of washable, breathable, or folded to make 2 such layers are considered acceptable face coverings. Face coverings shall not have exhalation valves or vents, which allow virus particles to escape, and shall not be made of material that makes it hard to breathe, such as vinyl. If someone is not able to wear a face covering, TAP will provide a hooded face shield or face shield that wraps around the sides of the wearer’s face & extends below the chin.

The following protocol applies.

- A. **STAFF** - If the staff member refuses to wear a face covering, 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 face covering, 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 face covering, if you do not have one then we can provide one to you.

If they still refuse to wear a face covering, 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 face covering. 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 has decided to NOT wear a face covering. 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/location. 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

Have you been diagnosed with the coronavirus within the past month? If they say “**YES**” then 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 / 10 days (**which is a change from 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. If they say “**NO**” to a negative test then ask if they have **stayed at home or self-quarantined for 10 days**. If they have either received a negative test or self-quarantined for 10 days then they are **ALLOWED** entry into a TAP facility.

If they have neither received a negative test nor self-quarantined for 10 days then politely say to the client or visitor:

I am sorry but per our agency policy and the state’s guidelines we cannot provide you with onsite services since you have not tested negative for COVID or self-quarantined for the

required 10 days. 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.

Pertaining to STAFF: If a staff member has been diagnosed with COVID they are required to have approval from their direct supervisor and the HR Director before returning to work.

4. If "YES" answer to Question #3

Are you currently waiting on the results of a COVID-19 Test? If "YES", then ask what date they took the COVID Test and mark that on the form. Politely say to the client/visitor:

I am sorry but per our agency policy and the state's guidelines we cannot provide you with onsite services until you have received your negative test or have stayed at home or self-quarantined for 10 days. 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.

Make sure and complete the last section on the form titled **TAP OFFICE INFORMATION** with the client/visitor's contact information. If they have an appointment with a staff member, then contact that staff member and let them know the client/visitor is downstairs and the client/visitor cannot access the building due to our TAP COVID Policy. 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/location until they have received a negative test or have *self-quarantined for 10 days*.

Pertaining to STAFF: If a staff member has been diagnosed with COVID they are required to have approval from their direct supervisor and the HR Director before returning to work.

5. If "YES" answer to Question #3

Have you either being in close contact (6 feet or closer for a cumulative total of 15 minutes) or living with someone in the household with a known or suspected case of coronavirus? If they say "YES" to this question then ask them if they have received a **Negative test** or **have self-quarantined for 10 days**. If they say "Yes" then either mark the date of the Negative Test or 10 days self-secluded under the question. Also go to the bottom of the form under Check All Actions Taken and check the box Negative Test / 10 days secluded.

If the answer is "NO" to either a negative COVID-19 test or having stayed at home or secluded for 10 days,

I am sorry but per our agency policy and the state's guidelines we cannot provide you with onsite services until you have received your negative test or have stayed at home or self-quarantined for 10 days. 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.

Make sure and complete the last section on the form titled **TAP OFFICE INFORMATION** with the client/visitor's contact information. If they have an appointment with a staff member, then contact that staff member and let them know the client/visitor cannot access the building due to our TAP COVID Policy. 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/location until they have received a negative test or have *self-quarantined for 10 days*.

Pertaining to STAFF: If a staff member has been diagnosed with COVID they are required to have approval from their direct supervisor and the HR Director before returning to work.

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 state to the client/visitor:

I am sorry but per our agency policy and the state's guidelines we cannot provide you with onsite services if you have any COVID symptoms. 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.

Make sure and complete the last section on the form titled **TAP OFFICE INFORMATION** with the client/visitor's contact information. If they have an appointment with a staff member, then contact that staff member and let them know the client/visitor cannot enter the building due to our TAP COVID Policy. 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/location until they have received a negative test or have *self-quarantined for 10 days*.

Signs and symptoms to Screen

- a. Difficulty breathing (shortness of breath)
- b. Muscle or 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. Sore Throat
- e. Congestion or running nose (not allergy related)
- f. Nausea or Vomiting
- g. Diarrhea
- h. Severe Headache (not due to migraine)

- i. Fatigue (unusual tiredness or weakness)
- j. Loss of taste or smell
- k. New Confusion
- l. Fever or Chills (not due to simply being cold)
- m. Bluish lips or face

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.