PANDEMIC OPERATIONAL

AND

EMERGENCY MANUAL

(POEM)

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By: The Applied Behavior Center for Autism, Indiana

www.appliedbehaviorcenter.org
Coronavirus Disease 2019 (COVID-19) is a respiratory disease caused by the SARS-CoV-2 virus. It has spread from China to many other countries around the world, including the United States. Depending on the severity of COVID-19’s international impacts, outbreak conditions—including those rising to the level of a pandemic—can affect all aspects of daily life, including travel, trade, tourism, food supplies, and financial markets.

Symptoms of COVID-19 Infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal. Symptoms typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as asymptomatic cases, have experienced no symptoms at all. According to the CDC, symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure.

The virus is thought to spread mainly from person-to-person, including: ■ Between people who are in close contact with one another (within about 6 feet). ■ Through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has SARS-CoV-2 on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the primary way the virus spreads. People are thought to be most contagious when they are most symptomatic (i.e., experiencing fever, cough, and/or shortness of breath). Some spread might be possible before people show symptoms; there have been reports of this type of asymptomatic transmission with this new coronavirus, but this is also not thought to be the main way the virus spreads. Although the United States has implemented public health measures to limit the spread of the virus, it is likely that some person-to-person transmission will continue to occur.
CDC RECOMMENDATIONS FOR BUSINESSES

Preparing Workplaces for a COVID-19 Outbreak

Businesses and employers can prevent and slow the spread of COVID-19. Employers should plan to respond in a flexible way to varying levels of disease transmission in the community and be prepared to refine their business response plans as needed. According to the Occupational Safety and Health Administration (OSHA), most American workers will likely experience low (caution) or medium exposure risk levels at their job or place of employment (see OSHA guidance for employers for more information about job risk classifications).

Businesses are strongly encouraged to coordinate with state, external, and local health officials so timely and accurate information can guide appropriate responses. Local conditions will influence the decisions that public health officials make regarding community-level strategies. CDC has guidance for mitigation strategies according to the level of community transmission or impact of COVID-19. All employers need to consider how best to decrease the spread of COVID-19 and lower the impact in their workplace. This may include activities in one or more of the following areas

Reduce Transmission Among Employees

- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.

- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.

- Employees who are well but who have a sick family member at home with COVID-19 should notify their Branch Manager and Chad Walker while following the CDC recommended precautions.
PANDEMIC MISSION STATEMENT

The mission of the Applied Behavior center for Autism is to provide and protect a safe and healthy environment for both employee and patient while promoting the highest quality of care in home, via telehealth and Center based therapy services during the coronavirus pandemic. This is accomplished by making data-driven decisions based on science and following protocols outlined in the COVID-19 Operational Manual. The POEM is an employee and patient comprehensive Safety Protocol that allows ABC to re-open and operate with everyone’s wellbeing a priority mentally and physically.

Agencies such as the Center for Disease Control and Prevention (CDC), the Occupational Safety and Health Administration (OSHA), and the Equal Employment Opportunity Commission (EEOC) have released guidance for employers to utilize in responding to coronavirus risks in the workplace.
The New Normal - On March 6, 202 ISDH confirmed the first case of COVID-19 in a Hoosier with recent travel since that time ABC has reacted to give you the “New Normal at ABC” The Applied Behavior Center for AUTISM is committed to keep your health and well-being our TOP priority. ABC will continue to promote basic hygiene and hands washing prevention measures, PPE and social distancing as appropriate, OUR commitment to all employees and patients, ABC will ...

1. Mandate the covering of coughs and sneezes with or without PPE
2. Encourage employees to stay home if they are sick.
3. Continue remote working with minimal in office participation as needed.
4. Schedule one assigned area for each employee/patient for all therapeutic services.
5. Continue social distancing no less than 6 feet apart, typically in separate therapy rooms.
6. Continue daily and routine cleaning and disinfecting of surfaces, and equipment.
7. Restrict employee to employee interactions.
8. Restrict who can enter an assigned therapy area.
9. Restrict the number of employee/patients entering all Centers.
10. Assign one employee to work with one patient for the entire shift.
11. Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.
12. Not require a healthcare provider's note for sick days.
13. Maintain flexible policies that permit employees more flexibility and will take into account everyone's individual needs.
14. Recognize employees with ill family members may need to stay home.
15. Actively look at employee benefits, needs and protocols
16. Provide adequate, usable, and appropriate training, education, and informational material about using and wearing PPE, governmental regulations and guidelines for everyone’s health and safety, including proper hygiene practices and the use of PPE.

ABC is committed to making the PHASE I, RE-OPENING a happy and healthy experience for everyone. Please reach out with any questions to your Branch Managers or Leadership team (on back page).
II-OFFICE PROCEDURES-

Communication

- **PC-Techs** will use patient tablets for G Chat to PC and BM
- **BM- Techs** will use patient tablets for G Chat to PC and BM
- **Patient's Family-Techs** will refer to PC unless scheduling (notify your Branch Mgr. and Chad Walker if any home program has schedule changes)
- **Accounting/payroll**-Operating from home
- **HR**-operating from home as much as possible
- **Chain of Command**-Always follow your chain of command whether in the home or center

Restroom breaks- See Clinical procedure
Prepare lunches and clean up- See Clinical procedure
Visitors-Limited and none in the Center unless emergency
Parking-No restrictions at this time

Daycare

- No daycare services are available for employees until further notice
III-Clinical Procedures - (In home and Clinic Based)

Basic Clinical Operations

Face to Face ABA Service Delivery
- Patients will be assigned to one technician.
- Therapy for each patient should occur in a designated area. No other techs or patients should enter the designated areas except those assigned to that area.

Community Outings
- All therapy will occur in the assigned location (home/center). No outings will take place until further notice.

Group Instructions
- Therapy for each patient should occur in a designated area. No other techs or patients should enter the designated areas except those assigned to that area.

IV-Technician Operations

Prior to Patient Arrival
- Technicians should continue to monitor themselves for signs of illness. Technicians should check their temperature prior to leaving home for work.
  - If a technician or patient has a fever, they must call off and remain off for 72 hours after being fever free (without the use of fever reducing medication).
  - If a technician, patient, or someone in the technician’s or patient’s home tests positive for COVID-19, they should immediately notify the Branch Manager and Chad Walker, our Regional Operations Officer via phone (317-995-4224).
- Technicians should report to the Branch Manager to have their temperature checked upon arrival using a no touch thermometer.
- Technicians will wash their hands upon arrival.
- Technicians should wear their plastic face shield unless behavioral issues from the patient make it unsafe.
  - If the face shield cannot be used due to behavioral challenges with the face shield, a desensitization program should be started.
- Face shields should be labeled with the technician’s name and washed daily with soap and water or disinfectant spray

Duties at Arrival
- Technicians will avoid congregating at the front desk or lobby. They can wait outdoors (weather permitting) or in their assigned patient’s room as they wait for arrival.
• **Branch Managers** will announce when a patient’s car has arrived.
• The technician and **Branch Manager** will walk to the patient’s car rather than having parents enter the center.
• The **Branch Manager** will take the patient’s temperature using a no touch thermometer prior to the technician escorting them into the building.
• On entry and exit of the center the technician and patient will wash hands per CDC guidelines.
• Technicians should then proceed with their patient to their designated area. No other techs or patients should enter the designated areas except those assigned to that area.

**Face to Face ABA Service Delivery**

• Technicians should focus on increasing distance during therapy as much as possible.
  o Conduct programming across the table wherever possible
  o Conduct programming standing up while the patient sits whenever possible.
• If material needs to be delivered to the technician, the technician or **BCBA** should contact the **Branch Manager** via G-Chat to have the material delivered.
• Any materials used by the patient should only be used by that patient and the technician.
• If the technician and patient must leave the designated area, they must both wash their hands before returning to the designated area.
• If the patient needs help using the restroom, the technician should start by washing their hands, help the patient use the restroom, and then end by having the patient and technician wash their hands again.
• Technicians should continue to monitor their patients for signs of illness, and can request parents or Branch Managers take their patient’s temperature.

**Lunch and Breaks**

• Technicians will be utilizing a working lunch - meaning they will stay clocked in and continue to interact/deliver therapy while they and the patient eats lunch.
• The patient and their assigned technician will each lunch in the patient’s designated work area.
• The patient and technician will wash their hands before eating lunch and after eating lunch.
• Technicians should wipe down the area to eat before lunch and after lunch.
• Technicians and patients should bring bag lunches so that microwaves and refrigerator use is unnecessary.
• If needed, **Branch Managers** will gather any lunches that are in the refrigerators / heat any lunch that needs to be heated and distribute lunches to techs and staff in their therapy area. **Branch Managers** will wear a face and shield and gloves when handling any food item.
• When the technician needs a break (to use the restroom or a moment away) they will G-Chat the front desk and inform the Branch Manager. Following social distancing
guidelines above the Branch Manager will observe the patient while the technician takes their break. During this time, we cannot accommodate a full 15-minute break.

**Duties at Dismissal**

- During the last 15 minutes prior to a patient leaving, the assigned technician will complete a SOAP Note for each daily therapy session using the SOAP note template on Catalyst prior to leaving each day.
- Technicians should lay out everything they want sprayed/disinfected (e.g., toys) prior to the patient leaving.
- Tablets should be charged in the patient’s area.
- Branch Managers will announce when a patient’s car has arrived.
- Patients will be brought to the car at pick up by the technician, rather than having parents enter the center.
- On entry and exit of the center the technician and patient will wash hands per CDC guidelines.
- Technicians should wipe down the frequently used surfaces (e.g., tables, counter tops, and door handles) in their designated area prior to leaving.

**PCM Procedures**

- Some patients, particularly those who have required PCM in the past, will need special attention prior to coming back in the Center to decrease the likelihood PCM is needed. BCBA’s will talk closely with families, Branch Managers, Branch BCBA’s, PC’s and technicians involved to determine if and when it is best to attempt services and the best format for those services.
- If PCM is required, the goal is to end it or move to the CMR as quickly as possible.
- Patients that are more likely to require PCM will utilize therapy rooms in close proximity to the CMR.
- If PCM is required; typical PCM procedures will be followed due to immediate safety concerns.
- Each center will create a response team and specific plan. For example, the Branch Manager may be utilized to watch over a patient. If PCM is paged, the Branch Manager knows whose therapy room to go to so that staff can immediately respond. Ideally the situation can then be managed by those 2 staff. If an additional staff is needed, PCM is paged again and the predetermined 3rd person takes their patient to the next designated person (perhaps with the largest room).
- If a technician needs to watch over two patients, the entire time the focus should just be on social distancing of the two patients.
- When PCM is completed, all employees must wash their hands who were involved in PCM or involved with a patient to whom they are not assigned.
- Technicians may remove face shields if they are a hinderance to the implementation of PCM.
- Technicians may bring a change of clothes to wear after PCM, if they desire.
• If PCM is required across multiple days, the BCBA should again reach out to the family, clinical director, Branch BCBA, and other BCBA’s to determine the best path forward.

V-BCBA RESPONSIBILITIES

BCBA Clinical Direction

• The majority of consultation sessions should occur using the Google Hangouts Video.
• If the BCBA needs to be present with the patient and technician, BCBA’s should remain at least 6 feet away as much as possible and do as little modeling as possible with the patient. Instead, the BCBA should role play alone or just provide instructions directly to the technician along with feedback.
• BCBA’s should alternate their time in center and continue to work from home as needed (i.e. 1-2 BCBAs in center at a time).
• BCBA times will continue to be tracked on their assigned Time Sheet google doc. Codes and location designations can be found on the 2020 Insurance Reference Guide
• Contact notes will be created after each session to document the code and duration billed as reflected on their time sheet.

BCBA Programming

• Program targets should continue to avoid skills that would increase the spread of COVID-19 (e.g. touching face or others).
• BCBA’s should consider if the implementation of skills related to COVID-19 are appropriate (e.g., learning to wear a face mask; learning to respond when someone is wearing a face mask). In such cases, face covers should be provided by parents and technicians and brought home daily to wash.
• BCBA’s should consider implementation of formats that increase social distancing while teaching if patients cannot already respond in those situations (e.g., with the technician standing up and/or across the table).

Crisis Management

• Immediate de-escalation of any problem behavior should always take precedent over any behavioral intervention that will require two people. BCBA’s, parents, and technicians need to discuss what is likely to immediately stop any crisis behavior and always have that material available. If this strategy will reinforce the inappropriate behavior, that is the reality of the current COVID-19 situation and BCBA’s should consider a slower, shaping process for any behavior they are targeting.
• The CMR room should be used as the safest environment for all crisis situations rather than any PCM hold, and only when there is no way to stop the behavior immediately.
• No more than one patient who is likely to need the CMR should return to the center at a time. Another patient should not return until the CMR is rarely needed.
Initial Assessments

- BCBA’s should utilize telehealth wherever possible to complete the entire initial assessment (interview with the parent, observation of the patient, and asking the parent to interact with their child to ask questions, play, etc).
- If needed, a follow up in person assessment may be scheduled in the center environment but only one parent/guardian can attend and the entire assessment must take place in one room with one BCBA.
- Prior to the assessment, all parties (the BCBA, parent, and patient) must have their temperature taken by the Branch Manager.
- Prior to the assessment, all parties (the BCBA, parent, and patient) must wash their hands.

VI- AUXILLARY SERVICES

Speech and OT Service delivery

- Whenever possible speech and OT should be conducted via telehealth where the technician will implement procedures under the supervision of the SLP or OT.
- If face to face sessions are needed, they will be conducted in one designated room which will be sanitized between patients.
  - The SLP/OT will wash their hands and the patient’s hands before and after starting the session. If the technician is present, they must also wash their hands before and after the session.
  - The SLP/OT should wear a face shield for sessions unless problem behaviors prevent the face shield from being worn.

Swimming

- Per CDC guidelines, proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools should inactivate the virus that causes COVID-19.
- Those coming on the weekends for swim lessons should already come with their bathing suit on rather than use the pool changing room. Additional towels should be brought so that they can leave the pool area in their swimsuit and change back into clothes at home.
- For those who must change in the pool changing room, they must first immediately wash their hands, change, and immediately wash their hands again. The same procedure should be used when they leave and then the pool changing room should be disinfected by the swim instructor.
- Only advanced swim lessons that can occur with the swim instructor at least 6 feet away from the swimmer should occur at this time.

Diagnostic Testing

- Diagnostic testing should be conducted in 2 parts. The first part should be conducted via telehealth to reduce time needed in the center.
• The second part may be scheduled in the center environment but only one parent/guardian can attend, must be symptom free from illness, and the entire assessment must take place in one room.
• Prior to the assessment, all parties (the assessor, parent, and patient) must have their temperature taken by the Branch Manager.
• Prior to the assessment, all parties (the assessor, parent, and patient) must wash their hands.
• The number of centers where diagnostics occur should be limited to as few as possible, potentially only one.

VII-BRANCH MANAGER OPERATIONS

Scheduling Sessions and Cancellations
● If the technician or patient is sick, the therapy session will be canceled.
● Call offs by technicians or patients should happen at least two hours before a shift begins so that everyone can be notified.
● Parents need to notify the center at least two hours before a session is scheduled to begin.

Medication Dispense
● Medication will be dispensed at Center by the BM (while utilizing proper PPE) if medication cannot be dispensed prior to entering Center.

Outings and Transportation Services
● For the time being there will be no outings for patients at the center until further notice.
● Transportation services will not be available until further notice.

Hours of Operation
● ABC will be operating under modified hours of operation. 8:30a - 4:00p Monday thru Friday until further notice.

Prior to Patient Arrival
• Branch Managers will check the temperature of each staff upon entry to the center.
• Branch Managers will ensure technicians are wearing their face shields and have washed their hands.
• Branch Managers will wear their plastic face shields throughout the entire day at Center.
• Face shields should be labeled with the employees’ name and washed daily with soap and water or disinfectant spray. Please keep with you at all times. Face shields need to worn into the Center and out each day on your departure.

• Duties at Arrival
• Branch Managers will ensure technicians avoid congregating at the front desk, lobby or throughout Center. Technicians will wait for patient in assigned therapy area and will be notified once patient arrives.
• Branch Managers will announce when a patient’s car has arrived.
• The technician and Branch Manager will walk to the patient’s car rather than having parents enter the center.
• The Branch Manager will take the patient’s temperature using a no touch thermometer prior to the technician escorting them into the building.
• Branch Manager will use the no touch thermometer and wear gloves and a face shield to take temperatures.

Ongoing Support
• Branch Managers will ensure at all times that the working environment is safe and that all protocols are being followed by all staff in the building.
• Whenever the Branch Manager is walking around the center, for any reason, they will wear PPE.
• Branch Managers will walk the centers on a regular basis to ensure that no staff / patients are congregating and socializing anywhere in the center. Social distancing will be strictly enforced to maintain the safety and well-being for all.
• Branch Managers will wipe down commonly used high touch areas (toilet handles, light switches, door handles) in common areas after everyone has arrived in the building and as needed throughout the day.
• Branch Managers and technicians will use G-chat during the day. Technicians can G-chat managers from their tablets with any therapy needs or questions they have. Branch Managers will bring needed materials to the technicians.
• Branch Managers will communicate with home-based techs regarding needed therapy materials. Managers will prepare, print, locate and gather these items to distribute to techs. Technicians doing home therapy will not be allowed in the centers to get therapy materials. The Branch Manager will notify the home-based techs when the materials are ready for pick-up and schedule a time for the materials to be set outside the center to be picked up.
• Branch Managers will keep an accurate and up to date inventory of PPE and order prior to being out of an item. PPE consists of gloves, face shields, sanitizer.

Lunch and Breaks
Please try to bring only food/dinks that can remain in your areas throughout the day
• Technicians and patients should bring bag lunches so that microwaves and refrigerator use is unnecessary. Please label by name all food/drinks.
• Branch Managers will gather any lunches that are in the refrigerators / heat any lunch that needs to be heated and distribute lunches to techs and staff in their therapy area. Branch Managers will wear a face and shield and gloves when handling any food item.
• Branch Managers will wash their hands prior to handling and distributing food and again afterwards and wear all required PPE.
• No other staff will be permitted in the kitchens except Branch Managers.
• When the technician needs a break (to use the restroom or a moment away) the technician will notify the front desk and inform the Branch Manager. Following social distancing guidelines above the Branch Manager will observe the patient while the technician takes their break. During this time, we cannot accommodate a full 15-minute break. PPE will be utilized.

**Playground and Common Area Use**

• Branch Managers will create a schedule for patients and techs to go outside to the playground daily, when weather permits. Playground will be limited to 4 technicians and 4 patients at a time. Branch Managers will announce via the intercom when it is time for groups to go outside to the playground.
• There is no congregating on the playground by technicians. Technicians must remain with their assigned patient at all times. Technicians may not leave their patient with another technician outside in order to return into the center for any reason. Medical emergencies would be the only exception.
• Other common areas around the center will remain closed or require reservation with the Branch Manager for use as well. This includes the inside gym, staff lounge, and group therapy room.
• Branch Managers will ensure that all sanitation protocols are followed prior to patients going to the playground and after each use to include wiping down all commonly used areas.

**Duties at Dismissal**

• Branch Managers will announce when a patient’s car has arrived.
• Patients will be brought to the car at pick up by the technician, rather than having parents enter the center.
• Technicians should lay out everything they want sprayed/disinfected (e.g., toys) prior to the patient leaving.
• At the end of the day, Branch Managers should spray everything down throughout the building before leaving the building. Once the Branch Manager leaves, no one else should enter the building.

**MAINTENANCE OPERATIONS**

• All operations will remain under social distancing and PPE protocol for the following: Maintenance, Repair, Remodel, Pool, Janitorial.
ADMINISTRATION-

- All administrative staff shall remain working from home and limiting in center visits.

CUSTOMER SERVICE-

- ABC will continue constant updates sent via email to employee/patient families.
- ABC will continue to encourage feedback/customer and employee reviews
- Continue to share family feedback to guide needs during pandemic
- Collaborate with customers/family
- Communicate through at least 3 avenues for continuity
- Explore new technologies for better communication
- Continue to utilize ABC health and wellness for counseling as needed
- Utilize data and analytic to guide decisions made in and out of the centers
- Make sure onboarding and marketing strategies are aligned
- Check up on quiet customers for support
- Continue daily Executive call in order to provide on-going company support and protocol

RESEARCH AND TRAINING DEPARTMENT-

Conferences

- ABC will not submit to or participate in person at conferences outside of Indiana until the chance that conferences will be cancelled has greatly diminished.
- ABC may continue to submit to conferences that are conducted online, although time and resources will need to be carefully considered.

Training

- A training video will be created and distributed via Branch Managers that demonstrates the correct use of PPE such as face masks, gloves, and face shields.
- Branch Managers will post informational flyers at the center from the CDC concerning stopping the spread of germs and symptoms of COVID-19 (see end of this manual).

OUTINGS- (COMMUNITY OUTINGS & SCHOOL VISITS)

- NO outings will be permitted until further notice
**XVII-EMERGENCY CLOSING DUE TO COVID-19**

- If a patient or employee at a center receives an official COVID-19 diagnosis, that center will close for 14 days in order to quarantine. All staff and patients are recommended to follow the CDC guidelines for self-quarantine. All employees of that location will not be permitted to work at any center location for 14 days from that date of notification.

**CDC quarantine procedures**

- If an individual who is part of a quarantined cohort becomes symptomatic:
  - If the individual is tested for COVID-19 and tests positive: the 14-day quarantine clock for the remainder of the cohort must be reset to 0.
  - If the individual is tested for COVID-19 and tests negative: the 14-day quarantine clock for this individual and the remainder of the cohort does not need to be reset. This individual can return from medical isolation to the quarantined cohort for the remainder of the quarantine period.
  - If the individual is not tested for COVID-19: the 14-day quarantine clock for the remainder of the cohort must be reset to 0.
- Restrict quarantined individuals from leaving the facility (including transfers to other facilities) during the 14-day quarantine period, unless released from custody or a transfer is necessary for medical care, infection control, lack of quarantine space, or extenuating security concerns.
- Quarantined individuals can be released from quarantine restrictions if they have not developed symptoms during the 14-day quarantine period.

**After the Diagnosis**

**After confirmed diagnosis is received the Branch Manager will implement the following**

- Contact will be made to the parents to notify of potential exposure.
- Parents will be asked to pick up their children.
- An email and text message alert and/or dial my calls will be sent to parents – Reminding them of the signs/symptoms of COVID-19 and the self-quarantine procedure per the CDC for 14 days.

**Scheduling**

- In-home programs will then be scheduled by the Branch Manager for all remaining employee/patients to continue therapy services during the Pandemic who desire so. All employees are highly recommended to be available the day after the center closes to continue services in the patient’s home unless otherwise scheduled. Employees who wish not to work in a home program will be required to use paid time off, provided they do not work during that time.
- ABC will not discriminate against any job applicant or employee based on the individual having a communicable disease,
EXECUTIVE TEAM

All of the executive Team will be working from home when it is feasible.

Sherry Quinn, Chief Executive Officer ......... Sherry@appliedbehaviorcenter.org
Karen Andres, Chief Financial Officer........ Karen.andres@appliedbehaviorcenter.org
Vince LaMarca, Sr. Clinical Research Director ..... Vince@appliedbehaviorcenter.org
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Rich Corona, HR Director .............................. Rich@appliedbehaviorcenter.org
Kelly Danner, Enrollment Director ..................... Kelly@appliedbehaviorcenter.org

Signature page on ADP, mandatory from all personnel.

Please sign electronically through ADP before May 1st, 2020 or when you return to work

References, CDC, OSHA, IN.gov, coronavirus.gov, KLH Law, Clark Quinn Law, Marwick Accounting Firm, World Health Organization, DOL. Gov, SHRM, HR Leader,

Center Posters