

NEW HOPE OF INDIANA

"Back on Track"

Return to Work Plan for Payne Road Associates



Note: Updates to this Plan will be noted in red.



Introduction

New Hope of Indiana's number one goal is to keep the individuals we serve and our associates safe and healthy in the midst of the COVID-19 pandemic. Since mid-March New Hope's frontline essential caregivers have continued to provide exceptional care to the individuals served. Our greatest thanks goes out to them. These associates will continue to follow the guidance that they have previously been given with regards to best practices and care of both COVID negative and positive clients.

Accordingly, this Return to Work Plan ("Plan") is applicable to associates whose primary work area prior to the COVID-19 outbreak was in the Payne Road office. New Hope will abide by federal, state and local guidelines when possible as we strive to balance public health concerns with the needs of our community. This Plan details how we hope to get "Back on Track," and pulls guidance from the Centers for Disease Control and Prevention (CDC); the Occupational Safety and Health Administration (OSHA); the Indiana State Department of Health (ISDH); and Governor Holcomb's "Back on Track" Plan. It highlights the responsibilities of our associates and guests, and outlines the steps New Hope is taking to address COVID-19.

While New Hope will implement various protocols to ensure associate safety, it's up to associates to execute on these protocols daily. By releasing this Plan, New Hope plans to clearly communicate its plans moving forward, highlight workplace protocols in place to protect your safety and establish a level of comfort for all of our associates as we ask you to slowly return to the office.

We understand that every associate's situation is different and encourage those with specific risks or concerns to reach out to their manager or HR to discuss alternate arrangements, should they be necessary.

Return to Work Timeline

Due to the evolving nature of the COVID-19 pandemic, creating an exact timeline for resuming "normal" operations is not feasible. New Hope will continue to monitor applicable state and local guidance and determine next steps as we slowly reopen the office.

At this time, New Hope has created a tentative phased approach based on the Governor's "Back on Track Plan" as well as the timing for that plan set forth by Mayor Hogsett. This current plan is through at least July 4 and will be updated as necessary.



Stage One

This was the stage New Hope was in until Friday, May 15, 2020 as Marion County guidance issued a stay at home order that was lifted on that date. During this stage, our essential associates, including DSPs, Team Leaders, Managers and Nurses all continued to provide direct care services to the individuals served by New Hope. Day Services was closed. New Hope's Capital Asset team was the only team regularly working in the Payne Road office. Individual associates were allowed into the office as needed.

Stage Two

Stage Two in Marion County began on May 15, 2020. Under this Stage, the office will slowly reopen but Payne Road associates are still encouraged to work remotely, if possible. Because of the special needs of the Accounting and Human Resources Departments, these departments will begin returning to the office on limited schedules and the Capital Asset team will continue to work in the building. The Operating Council will also return on a flexed schedule. In this Stage, New Hope will also have front desk staff to assist with the limited number of people coming into the building for deliveries, interviews, etc.

Stages Three and Four

Under Stages Three and Four, in addition to the associates working in Stage Two, Payne Road Day Services will begin to open to a limited number of clients. Similar to Stage two, associates who are able to work from home should continue to do so.

During all Stages, social distancing protocols will be put in place and workplace modifications may be made to ensure social distancing can be maintained throughout the workday. All associates will be asked to wear masks, except in their own offices and while eating and drinking. The following protocols will be put in place to promote social distancing efforts during stages One, Two, Three and Four:

- Staggered and monitored schedules - Staggered schedules will be used and monitored.
- All Associates Will be Screened Before Coming Into the Office - See below.
- All Associates Will Wear Masks When Outside Personal Office - If associate does not have personal office, masks will be worn at all times unless staff is eating or drinking in a private area.



- All In-Person Meetings are Discouraged - Meetings should be held as much as possible on the phone or via Microsoft Teams even when associates are in the office. No meetings can be held in private offices, quick meetings can be held with one associate at the door of another's office and in large conference rooms at least six feet apart.
- No Visitors in the Building Without Permission, Appointment or Regular Schedule - No Visitors include food delivery personnel (pick up outside the building), IndyGo Drivers, Families, etc. A touchless drop area for the delivery of packages will be designated.
- All Visitors Will be Screened Before Coming into the Office - See below.
- Rendu Room - Rendu Room will be closed until at least Stage 5 for drinks. Drink stations and refrigerators in the Rendu Room will not be accessible. Associates are encouraged to eat at their desk or outside. A refrigerator will be temporarily placed in the SLP TL office for food refrigeration.
- Mail Room - Only one person will be allowed in the Mail Room at a time.
- Workstation modifications - New Hope will modify the office layout to create at least 6 feet of distance between associate workstations, and desks that need barriers to protect associates from the public will be added.
- Clocking - Associates will clock in and out on their personal computer each day.
- Electronic Mailing of Paper - Until a better system is developed, all paper will be electronically delivered as is being done in Stage 1.

In addition to the protocols mentioned above, New Hope may implement additional guidance during Stages Two, Three and Four that is designed to promote workplace safety.

Day Services

When Day Services returns to the Payne Road Building, all Day Service individuals will be required to wear masks, follow social distancing and only utilize the Day Services portion of the building. This includes only using the restrooms on the south end of the building and the small restroom by the café'. Day Service individuals will also enter and exit through the double doors on the west side of the building closest to day services. At this entrance they will also be screened for temperature and symptoms.



Stage Five

Under Stage Five, New Hope will consider reopening the office and this Plan may be amended various to ensure the health and safety of our associates.

Also under Stage Five, Group Home individuals can begin to attend Day Services. During this stage, Castleton Day Services may also reopen to a limited number of individuals.

Considerations

It's important to note that these phases are tentative and are subject to change based on state and local guidance, and the pandemic itself. Should an associate test positive for COVID-19 after the office reopens, our plan may change in an effort to protect our associates. In addition, if cases of COVID-19 spike again in New Hope's operations or in Marion County, we will consider whether to remain open or close.

If any associate has concerns about returning to the office at this time, please contact your supervisor or HR to discuss your personal situation.

Workplace Protocols to Follow When Returning to Work

New Hope has implemented various workplace protocols designed to preserve the health and safety of our associates as they return to work. This section further explains these protocols. For additional information, please reach out to your manager or supervisor.

Associate Screening, Exposure and Confirmed Illness Protocols

Keeping individuals and associates safe and healthy is our priority. To accomplish this task, we have created various procedures for screening associates who return to work, dealing with exposure to COVID-19, responding to a confirmed case of COVID-19 and reporting transparency.

Associate Screening Protocols

The Equal Employment Opportunity Commission permits employers to measure associates' body temperatures before allowing them to enter the worksite. Any associate screening will be implemented on a nondiscriminatory basis, and all information gleaned should be treated as confidential medical information—specifically, the identity of



workers exhibiting a fever or other COVID-19 symptoms should only be shared with members of company management with a true need to know.

New Hope associates will be asked to confirm the status of their health as part of working in the office. New Hope will implement a screening protocol for symptoms and a temperature check upon entering the building. This protocol will be implemented upon initial reopening of the building and will remain in effect until further notice. If an Associate leaves the building for less than two hours (e.g. to eat lunch or pick up delivered food), they will not have to retake their temperature or answer questions upon reentry to the building. Associates unwilling to complete a screening will be required to work remotely.

*COVID-19 Exposure and Illness Protocol**

Associates who are symptomatic or have been exposed to COVID-19 will be asked to get tested for COVID-19 as soon as possible.

Associates who test positive for COVID-19 will be instructed to follow the advice of a qualified medical professional and self-quarantine. When self-quarantining, associates should:

- Stay away from other people in their home as much as possible, staying in a separate room and using a separate bathroom if available.
- Not allow visitors.
- Wear a face mask if they have to be around people.
- Avoid sharing household items, including drinking cups, eating utensils, towels and bedding.
- Clean high-touch surfaces daily.
- Continue monitoring their symptoms, calling their health care provider if their condition worsens.

* In general, please stay at home if you are not feel well.



Notably, associates who have tested positive should not return to work until the conditions outlined in the following table are met:

Return to Work Policy:
Associate was tested for COVID-19.
<p>The associate may return to work if:</p> <ul style="list-style-type: none"> • They no longer have a fever; and • Coughs and other symptoms have improved; and • They have received one negative COVID-19 test.

When an associate tests positive for COVID-19, deep-cleaning procedures of their area will be triggered. Furthermore, all associates working in the building will be notified via email.

Reporting Transparency Protocol

Any New Hope associate who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify their manager and Maija Augenbergs as soon as practicable. The associate will be asked to test for COVID-19 if they have not already, and assist with contact tracing of other New Hope associates with whom they have been in contact. This information will be tracked separately from personnel records, and names will not be released. Depending on the circumstances, New Hope will notify impacted associates if there is a confirmed case of COVID-19 in the workplace. New Hope may elect to close the office for a period up to 72 hours following a confirmed case to allow for natural deactivation of the virus.

Social Distancing Protocol

Associates should follow social distancing best practices while at New Hope’s facilities including, but not limited to, common areas, restrooms and office spaces. Specifically, associates are asked to:

- Stay 6 feet away from others when working or on breaks.
- Avoid job tasks that require face-to-face work with others when possible.



- Avoid contact with others whenever possible (e.g., handshakes).
- Avoid touching surfaces that may have been touched by others when possible.
- Distance themselves from anyone who appears to be sick.
- Avoid gathering when entering and exiting the facility. Associates should also only enter and exit designated areas.
- Follow any posted signage regarding COVID-19 social distancing practices.
- Disinfect any commonly used areas after you have touched them (toilet doors, refrigerator doors, sinks, coffee and water dispensers).
- Disinfect their workspace often.
- Avoid touching their face.
- Avoid nonessential gatherings.
- Avoid using common areas.

Associate Health and Safety Protocols

The success of our return to work action plan relies on how well our associates follow social distancing and health and safety protocols. As such, the following protocols have been implemented to ensure your health and safety. Please bring any concerns regarding these protocols to a manager or supervisor immediately.

General Associate Health and Hygiene

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home:

- Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically before eating.
- Cover coughs and sneezes.
- Avoid touching your eyes, nose and mouth.

To help associates remain healthy, hand sanitizer and disinfecting wipes are available throughout the office. We have limited amounts of these supplies and will continue to restock as we are able. It is suggested that associates wash their hands more frequently than normal. Additionally, our janitor will disinfect key areas such as faucets and door handles on a daily basis.



In addition, associates are required to wear face coverings when in public areas including entering and exiting the building and when using common areas such as bathrooms, kitchens and the lobby. Associates may provide their own face coverings or New Hope will provide one for them.

Finally, associates who are feeling sick are asked to stay home from the office. Associates who have symptoms of acute respiratory illness, should immediately seek medical attention and follow the guidance of a health care provider. Associates with symptoms are required to work remotely or take PTO. Associates who have been diagnosed with or are aware they've been directly exposed to COVID-19 should notify their manager and Maija Augenbergs.

Associate Mental Health Considerations

New Hope understands that the COVID-19 pandemic has increased stress levels of people across the country. We want to prioritize our associates' mental health during these uncertain times. As such, we have made every effort to ensure that the workplace is safe for associates to return to work and are ready to discuss personal situations. Managers and supervisors are aware of mental health considerations during this transition. Associates with concerns regarding their mental health should contact the EAP at 1-888-209-7840.

Cleaning and Disinfecting Protocol

Associates should do their part to help keep the office as clean as possible by cleaning and disinfecting their workstations and surfaces they commonly use. Associates should also avoid using others' workstations, tools and equipment. Additionally, whenever an associate uses a common piece of equipment (e.g., printer or fax machine), it should be wiped down prior to and following use. Proper cleaning and disinfecting supplies will be provided by New Hope. Associates should wash their hands with warm water and soap for at least 20 seconds after cleaning or sanitizing a surface.

New Hope has requested that building management facilitates cleaning of common areas and other frequently touched surfaces throughout the day. The frequency of this cleaning may change depending on the situation.



New Hope may add to this list of workplace procedures as associates return to work. Associates should monitor workplace communications to ensure they're up to date on all health and safety communications.

Conclusion

New Hope looks forward to the future of our associates returning to work. The COVID-19 pandemic has created uncertain times and resulted in unprecedented workplace changes. As communicated throughout this return to work action plan, we are prioritizing the health of our associates every step of the way as we consider reopening the doors of our business.

We will execute on our plan cautiously, following applicable state and local guidance as much as possible. We also understand that each associate's needs and situations will be different as our doors begin to reopen. Associates should discuss any concerns they have about returning to work as it relates to their personal health or situation with their manager or supervisor.

Finally, we ask that associates are patient and understanding of the fact that the COVID-19 pandemic may require our return to work plans to change. Associates will be given as much notice as possible in the event of an unforeseen setback or office closure.

Associates should direct questions regarding the content of this action plan to their supervisor. Furthermore, while the strategies highlighted in this document can protect workers from COVID-19, it's important to follow CDC guidance at all times.