

Return to Work Action Plan

Provided by Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center



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Introduction

At Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center, it is our priority to keep our contractors, staff or independent contractor's and their families healthy, especially in the midst of the COVID-19 pandemic. As such, we will abide by governmental guidelines when possible as we strive to balance public health concerns with the needs of our business. This return to work action plan details how we plan to reopen our business and still keep all of our staff or independent contractor's safe to every extent possible. This plan, which pulls from Centers for Disease Control and Prevention (CDC) and Occupational Safety and Health Administration (OSHA) guidance, highlights the responsibilities of managers and staff or independent contractor's, and outlines the steps Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center is taking to address COVID-19.

While we will implement various new protocols to ensure your safety, it's up to you and your business associates to execute these protocols daily. By releasing this return to work action plan, Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center hopes to clearly communicate our new plans moving forward, highlight new workplace protocols now in place to protect your safety and establish a level of comfort for all of our staff and independent contractor's as we ask you to return to the office.

We understand that every staff or independent contractor's situation is different and encourage those with specific risks or concerns to reach out to Lisa Martin to discuss modifying the schedule or postponing the scheduling of their patients, should they request it.



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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. Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center will continue to monitor applicable state and local guidance and determine next steps for reopening the office.

At this time, we’ve created a tentative phased approach for asking our staff or independent contractor’s to return to work. We are not required to be consistent with federal guidance, so our phased approach to reopening our office will be up to the individual independent contractor preferences.

Office Closure

This is the current stage we are in, as state and local guidance prohibits gatherings of 10 or more people. At this time, our office will remain closed to staff or independent contractor’s, vendors and visitors. Staff or independent contractor’s should continue to remain at home until Phase One.

Phase One

Under Phase One, the office may start preparing to reopen. We will evaluate whether it is possible to open our office for Phase Two. Social distancing protocols will need to be adhered to and should be followed at all times. However, Esthetician contractors or massage independent contractor’s who are able to do so should continue to remain home.

Phase Two

Under Phase Two, the office may reopen to more staff or independent contractor’s. Government guidance states that in Phase Two, gatherings of up to 50 people are permitted. As such, we will review our situation, consider opening our office and permit a maximum of 3-4 staff or independent contractor’s to return to the office at a time. Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center will observe governmental guidelines related to occupancy and capacity given our office’s square footage. Similar to Phase One, staff or independent contractor’s who are able to stay home should continue to do so.

Should we reopen our office in this limited capacity, social distancing protocols will be put in place and workplace modifications may be made to ensure social distancing can be maintained throughout the workday. The following protocols will be put in place to ensure our headcount in the office does not exceed 3-4 staff or independent contractors and to promote social distancing efforts:

- **Staggered and monitored schedules**—Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center will use Unified Practice’s scheduling as a tracking system for staff or independent contractor’s to request and record their attendance in the office. Additionally, rotating schedules will be used until all restrictions are lifted to minimize staff or independent contractor contact.
- **Workroom modifications**—Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center will modify the office layout to create at least 6 feet of distance between staff, independent contractor, and patient.
- **Prohibition of in-person meetings**—Until all social distancing requirements are lifted, Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center bans in-person meetings.

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Instead, staff or independent contractor's should conduct virtual meetings. Staff or independent contractor's who are in the office should avoid gathering in the file room or kitchen for more than a minute. Separate as soon as possible.

In addition to the protocols mentioned above, Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center may implement additional guidance during Phase Two that is designed to promote workplace safety. Unnecessary office decorations or items will be removed for easier office disinfection.

Finally, although governmental guidance dictates that nonessential travel may resume under Phase Two, business-related travel will remain banned. As travel resumes it is critical to screen patients prior to their treatment. Please do not let you guard down. Any patients flying on planes should not be seen until they have been quarantined for 14 days. Staff and Independent contractors who travel should also follow self-isolation guidelines and not return to work during the isolation to ensure the safety of their patients and associates.

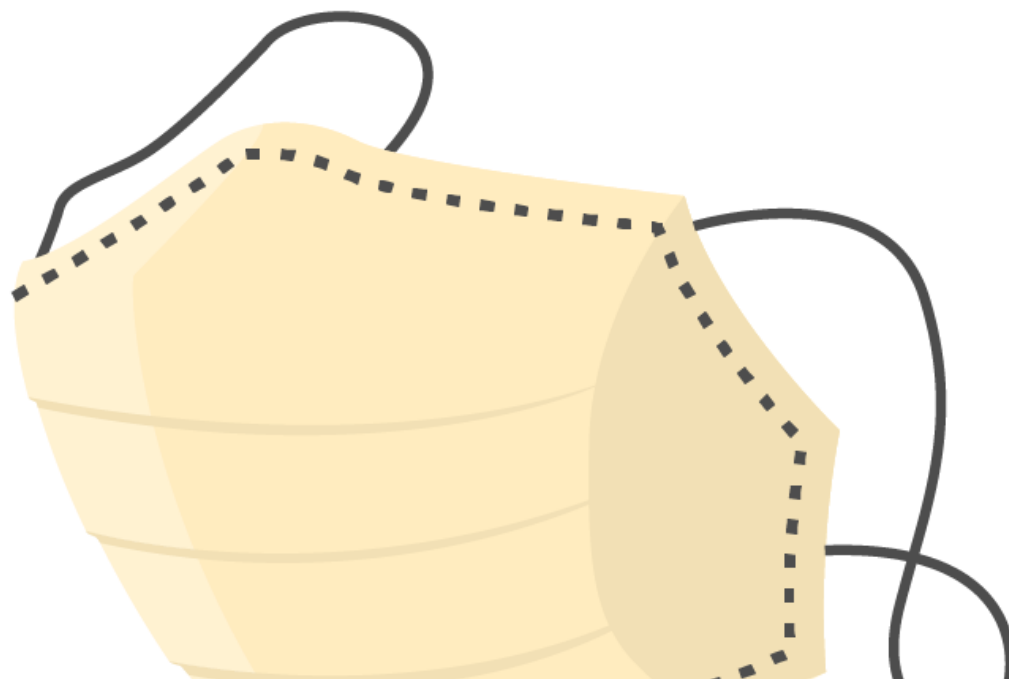
Phase Three

Under Phase Three, the office may reopen to all staff, independent contractors and patients. If a second wave has not started, we will remain opening and continue to follow the newly adopted policies and disinfecting procedures as well as any other protocols necessary to ensure the health and safety of our staff, independent contractor's and patients.

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 a staff, independent contractor, and patient test positive for COVID-19 after the office reopens, our plan may change in an effort to protect our staff or independent contractor's. In addition, if cases of COVID-19 spike again in our state or in our local area, we will consider whether to remain open or close.

We recognize that each individual will need to make a personal decision as to when he or she is comfortable returning to the office based on individual circumstances. Please reach out to Lisa Martin, to discuss your personal situation.



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Workplace Protocols to Follow When Returning to Work

Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center has implemented various workplace protocols designed to preserve the health and safety of our staff or independent contractor's as they return to work. This section further explains these protocols. For additional information, please reach out to your manager or supervisor.

Staff, independent contractor, and patient Screening, Exposure and Confirmed Illness Protocols

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

Staff, independent contractor, and patient Screening Protocols

The Equal Employment Opportunity Commission permits employers to measure staff or independent contractor's' body temperatures before allowing them to enter the worksite. Any staff, independent contractor, and patient 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. Each staff and patient temperature will be recorded daily in patient chart and owner, independent contractor, staff Temperature Log.

Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center staff or independent contractor's may be asked to confirm the status of their health as part of working in the office. The company reserves the right to implement a screening protocol for symptoms, such as temperature checks or signed certifications, at any point. Results will be tracked separately from any personnel records and will be kept confidential. This protocol will commonly be implemented upon initial opening of the office and as a response to a confirmed diagnosis. Staff or independent contractor's unwilling to complete a screening will be required to work remotely.

COVID-19 Exposure and Confirmed Illness Protocol

Staff or independent contractor's who test positive for COVID-19 or believe they have been infected will be instructed to follow the advice of a qualified medical professional and self-quarantine. When self-quarantining, staff or independent contractor's 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.

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Notably, staff or independent contractor’s who are symptomatic or who have tested positive should not return to work until the conditions outlined in the table below are met:

Return to Work Considerations	
Staff, independent contractor, and patient was symptomatic but was not tested for COVID-19.	Staff, independent contractor, and patient was tested for COVID-19.
<p>The owner, staff, independent contractor may return to work if:</p> <ul style="list-style-type: none"> • They have not had a fever for at least 1 week and have not used fever-reducing medication during that time. • Coughs and other symptoms have completely resolved. • Fourteen days have passed since they first experienced symptoms. 	<p>The owner, staff, independent contractor may return to work if:</p> <ul style="list-style-type: none"> • They no longer have a fever. • Coughs and other symptoms have improved. • They have received two negative COVID-19 tests in a row.

When the owner, staff, independent contractor, and/or patient tests positive for COVID-19, a temporary closure will be in effect and deep-cleaning, sanitizing procedures will be triggered. Furthermore, staff or independent contractor’s who have been in close contact with an individual who has tested positive for COVID-19 will be instructed to self-quarantine.

Reporting Transparency Protocol

Any Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center owner, staff, independent contractor, and/or patient who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify Lisa Martin 253 394 1466 as soon as practicable. The owner, staff, independent contractor, and/or patient will be asked to assist with contact tracing anyone who they came in contact with prior to developing symptoms or testing positive. This information will be tracked separately from personnel records, and names will not be released. Depending on the circumstances, Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center will notify impacted staff, independent contractor, or patients if there is a confirmed case of COVID-19 in the workplace. Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center may elect to close the office for a period up to 1 week following a confirmed case to allow for natural deactivation of the virus and complete coordinated re-sterilization of the entire premises.

Social Distancing Protocol

Staff or independent contractor’s will follow social distancing best practices while at Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center’s facilities, including but not limited to treatment rooms, workstations, common areas and restrooms rooms. Specifically, staff or independent contractor’s are asked to:

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- Stay 6 feet away from others when working or on breaks. Where a minimum distance cannot be maintained, engineering or administrative controls will be in place.
- Avoid job tasks that require face-to-face work with others when possible except for patient care.
- Avoid contact with others whenever possible (e.g., handshakes, hugs).
- Avoid touching any surface 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. Staff or independent contractor's should also only enter through the front and exit through the back. This will be mandatory.
- Follow any posted signage regarding COVID-19 social distancing practices.
- Disinfect treatment rooms between patients with UVC/Ozone for a minimum of 30 minutes.
- Avoid touching their face.
- Avoid nonessential gatherings.
- Stagger breaks or eating to limit the number of individuals in the kitchen and file room. HNA prefers that all staff exit the premises for lunch breaks and avoid eating and contaminating the kitchen and common areas.
- Avoid using common areas.

Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center may extend our social distancing guidelines after the office reopens. Please monitor your email and adhere to any additional guidance as it is provided.

Staff, independent contractor, and patient Health and Safety Protocols

The success of our return to work action plan relies on how well our staff or independent contractor's follow scheduling to meet 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 the following protocols to a Lisa Martin immediately.

General Staff, independent contractor, and patient 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 (top, bottom, fingers and 4 inches up the arm) for at least 20 seconds throughout the day with warm water and soap, specifically before eating.
- Wear clean laundered scrubs each day
- Face Mask are require by everyone 24/7 once you enter the facility.
- Avoid touching your eyes, nose and mouth.

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To help staff or independent contractor's remain healthy, Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center has hand sanitizer and disinfecting wipes available throughout the office. We have limited amounts of these supplies and will continue to restock as we are able. It is preferred that staff or independent contractor's wash their hands with hot soapy water more frequently especially between patients instead of using hand sanitizer as it is more effective. Additionally, HNA has instructed staff to disinfect key areas such as all faucets and all door handles multiple times throughout each day and has provided automatic soap dispensers and foot operated garbage cans to prevent recontamination.

In addition, owner, staff or independent contractor's aren't required to wear face coverings when in public and physical distancing of 6 feet or more cannot be guaranteed. However, at the facility owner, staff or independent contractor's will provide their own face coverings (preferable N95 face mask) in accordance with CDC guidelines. It is recommended that owner, staff or independent contractor's wear face coverings when entering and exiting the building and when using common areas such as bathrooms, kitchens and the lobby. Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center has had difficulty procuring PPEs so it is the responsibility of the treating staff or providers to maintain their own PPE for themselves and their patients. HNA will provide disposable masks and gloves to HNA staff and HNA patients. HNA Inventory quantities will be regularly tracked and documented and repurchased as supplies become available.

Finally, owner, staff or independent contractor's who are feeling sick are required to stay home. Owner, staff or independent contractor's who have symptoms of acute respiratory illness, should immediately seek medical attention and follow the guidance of a health care provider. Owner, staff or independent contractor's who have been diagnosed with or are aware they've been directly exposed to COVID-19 should notify Lisa Martin.

Staff, independent contractor, and patient Mental Health Considerations

Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center understands that the COVID-19 pandemic has increased stress levels of staff or independent contractor's and patients across the country. We want to prioritize our staff or independent contractor's' mental health during these uncertain times. As such, we have made every effort to ensure that the workplace is safe for staff or independent contractor's to return to work and are ready to discuss personal situations Lisa Martin is aware of mental health considerations during this transition. Staff or independent contractor's with concerns regarding their mental health should speak with Lisa Martin regarding their concerns.

Cleaning and Disinfecting Protocol

Staff or independent contractor's are required to do their part to help keep the office and treatment rooms as clean as possible by cleaning and disinfecting their entire treatment rooms and all its surfaces (not just the treatment table). Staff or independent contractor's should also avoid using others' treatment rooms, tools and equipment except for shared linens. Additionally, whenever a staff, independent contractor, and patient uses a common piece of equipment (e.g., pen, iPad, clipboard, printer or fax machine), it should be wiped down prior to and following use. Proper cleaning and disinfecting supplies (1 part bleach to 9 parts water with towels, UV light sterilizer w/high temp for small metal implements or cups, UVC/Ozone treatment room sanitation lights will be provided by and used for 30 minutes between each treatment at Healing Needles Acupuncture, PLLC dba Serendipity Spa &

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Wellness Center. Owner, staff or independent contractor's should wash their hands with warm water and soap for at least 20 seconds after cleaning or sanitizing a surface.

Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center has requested that staff, independent contractors and management facilitate cleaning of common areas and other frequently touched surfaces multiple times throughout the day. The frequency of this cleaning may change depending on the situation.

Office Procedures

In addition to the guidance outlined above, Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center has implemented the following workplace procedures to be followed until social distancing guidelines are lifted:

- **Deliveries**—Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center will continue the usual contactless deliveries, including mail and packages. All packages and will be wiped down with a bleach solution, utilizing gloves. Owner, staff or independent contractor's ordering food delivery service will need to meet drivers in the parking lot to retrieve orders and sterilize the outer bags and containers with a bleach solution after placing the bags or containers on any surface.
- **Visitors**—Until further notice, all nonessential visitors are prohibited and any interviews should be conducted virtually. For business-critical visits (e.g., material deliveries), Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center will take steps to safeguard staff or independent contractor's and visitors by:
 - Requiring visitors to leave packages at HBT Insurance or Longevita's front desk without unnecessarily interacting with staff or independent contractor's.
 - Requiring visitors to practice social distancing and good hygiene while on-site.

Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center may add to this list of workplace procedures as staff or independent contractor's return to work. Staff or independent contractor's should monitor workplace communications to ensure they're up to date on all health and safety communications.

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Conclusion

Healing Needles Acupuncture, PLLC dba Serendipity Spa & Wellness Center looks forward to the future of our staff or independent contractor's 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 staff or independent contractor's and our patients every step of the way as we consider reopening our business's doors.

We will execute on our plan cautiously, following applicable state and local guidance as much as possible. We also understand that each staff or independent contractor's needs and situations will be different as our doors begin to reopen. Staff or independent contractor's 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 staff or independent contractor's be patient and understanding of the fact that the COVID-19 pandemic may require our return to work plans to change. Staff or independent contractor's will be given as much notice as possible in the event of an unforeseen setback or office closure.

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

