



NEW ENGLAND
TREATMENT ACCESS, LLC.

Incident Report

Date: 05/08/20

Please Check All That Apply:

- Internal Incident
- CCC Reportable
- Brookline Reportable

*(If Yes, the Brookline Chief of Police **must** be C/Ced)*

Description of Incident *(add additional documentation and sketches for all Serious and Severe incidents)*

On Tuesday, 4/28/20, the [REDACTED] called their supervisor to inform them that they had tested positive for COVID-19 following the development of symptoms in the previous few days they were off of work. The associate last reported for work on Saturday, 4/25/20 without incident or reported symptoms.

Upon notification of the positive result, NETA's Director of Security and Brookline Security Supervisor proceeded to conduct contact tracing on CSS to determine the potential risks to other associates and the public. Once time periods and locations were narrowed down, camera footage was reviewed to evaluate compliance with PPE (masks, gloves), social distancing, and cleaning protocols to determine if there were any persons that would meet the CDC criteria of close contact. It was determined that there was no additional risk of exposure to other associates from this individual due to NETA's COVID policy (see updated COVID Procedures & Response attached) and adherence to CDC guidelines.

Through contact tracing and comparing the schedules & timeline of this case and the case reported 4/26/20 in Brookline, it was determined that the two cases were unrelated.

Through the COVID-19 response plan, the Brookline management staff was notified via email of talking points to disseminate to staff verbally via routinely scheduled pre-shift check-in meetings. In addition to routine overnight sanitization conducted by a third party, an Enviroschild sanitization treatment was performed on the evening of 4/28/20.

While NETA continues to enhance its COVID-19 response, a review of the protocol determined that no immediate changes were required as a result of the positive case. NETA continues to maintain its contracts with third-party companies to clean and sanitize the retail facilities overnight daily. Mobile hand washing sinks are set up outside each of the facilities for patients to use prior to entering the dispensary. Security staff are instructed not to handle patient IDs for verification, but rather to have them hold them out for verification and scanning. Face masks for front line associates are required, and NETA offers masks to patients that arrive without a face covering. Associates are required to use gloves when handling cash or personal patient items. Stanchions in front of the counters encourage patients to maintain their distance and Brookline features a glass barrier at the checkout counter separating Guides from patients for added safety. Staff are instructed to sanitize high-touch surfaces frequently. The associate took responsible action both by staying home when they fell ill, but also by reporting the situation to management and working with HR as instructed to keep the workforce safe.

What could happen, if not corrected?

Potential loss (If not corrected, can similar circumstances as this incident turn into a serious or severe incident?) During the COVID-19 pandemic, vigilance is necessary to limit the spread within the workplace.

Corrective Action (How will NETA attempt to prevent the same incident from reoccurring?)

Constant audit and review of the COVID-19 response plan are necessary to ensure the safety of associates and the public, however, all cases will not be preventable.

Likelihood of Recurrence (If not corrected, what is the likelihood that another incident, same or even more severe, will happen?)

During the pandemic, all cases will not be preventable. Through vigilance - NETA hopes to mitigate the risks.

Bottom of Form

Prepared By:

Initially Prepared by: [REDACTED]	Date: 5/8/2020
Role: [REDACTED]	Signature [REDACTED]

Reviewed By:

Reviewed by: [REDACTED]	Date: 5/8/2020
Role: [REDACTED]	Signature [REDACTED]