

upstream ^{USA}

COVID-19 Protocols



Coming together for “Moments that Matter.”

EFFECTIVE SEPTEMBER 27, 2022

This COVID-19 Update supersedes all previously issued guidance and protocols.

Overview

The recently revised guidance from the Centers for Disease Control (CDC) and the Occupational Health and Safety Administration (OSHA) show that employers can modify or rescind policies created in response to the ongoing COVID-19 pandemic. OSHA still strongly encourages the vaccination of workers against the continuing dangers posed by COVID-19 in the workplace.

At Upstream, we prioritize the safety of all team members and have balanced the inputs of our team members with the needs to serve the health centers, hospitals, and agencies we partner with. We want to stay at pace with progressive actions that make it seamless for us to come together safely and uniformly with those partners.

In August 2022, the CDC published less restrictive COVID protocols to reflect vaccination advances since the pandemic's beginning. Over the past several months, we have ramped up our go-to-market approach in new territories and dramatically increased the number of agencies we actively engage with. This shift has required more business travel to conferences and expansion of in-person attendance at events. Our current agency partners and prospective partners frequently have vaccination mandates. As part of the services we provide, they expect Upstream to be compliant.

Fortunately, Upstream's voluntary vaccination protocols accomplished almost a 100% full vaccination status among our team members. To ensure that Upstream continues to avoid potential impediments to its partner relationships (such as having a workforce that is not vaccinated), **Upstream will require all new and current hires to be fully vaccinated.** This vaccination mandate will also apply to employees who do not interact directly with agency personnel. All Upstreamers are subject to the same expectations and can easily step into assignments to meet changing needs.

COVID-19 vaccines are now readily available, treatments have become more accessible to those at higher risk for severe disease, and self-testing is more widely available (and at a reduced cost for employees and their dependents enrolled in most health benefits plans). This has allowed us to evaluate our needs and offer more streamlined protocols for our internal operations at Upstream. The following communication is being shared to update Upstreamers and to provide notice about the organization's current expectations:

COVID-19 Vaccine Policy

Our previous guidance was that all Upstreamers were *encouraged* to be fully vaccinated, and we went through an attestation process to confirm vaccination status for all employees.

Effective September 27, 2022, Upstream is adopting a policy **requiring** all current and future employees to be fully vaccinated against COVID-19. You are [up to date](#) with your COVID-19 vaccines if you have completed a COVID-19 vaccine primary series and received the most recent booster dose recommended for you by the CDC.

All future employees are required to report their vaccination status and, if vaccinated, provide proof of vaccination/booster status. Existing Upstreamers who are not fully vaccinated from COVID-19 will have up to 30 days from the issuance of this policy to begin the vaccination process or to request an exemption because of a disability or a sincerely held religious belief. The process to become fully vaccinated must be completed within 90 days. The People Experience Team will reach out to these individuals to assist them with the next steps.

How to Request an Exemption

To begin the exemption process, please contact the People Experience Team to receive a DocuSign version of the necessary [form](#).

Upstream's Policy on Wearing Masks

Presently, there are no indoor masking mandates in any of the states where Upstream has footprint offices. Equally, masks are not mandatory while working in any Upstream offices or attending any of our social events. However, we recognize that some Upstream employees and external partners are either personally [immunocompromised](#) or may have friends/family who need additional protections. Upstream supports and encourages all current and future employees who may want to wear masks during in-person events and meetings to do so. Those preventative best practices to help stop the spread of germs still include wearing a mask, hand washing/sanitizing, and appropriate [cough/sneeze hygiene](#).

When physically visiting agencies, hospitals, and health centers, Upstreamers should confirm and follow the current mask mandates for that location so you will be in compliance with their onsite requirements.

Upstream Offices

COVID-19 Testing at Upstream Offices

Effective September 27, 2022, Upstream is not requiring daily testing of employees, visitors, or contractors who visit our offices. We will be creating a "visiting Upstream" document that will be shared with visitors so they are aware of our internal guidelines mentioned here for vaccination status, testing, and mask-wearing.

We will remove the mandatory requirement to take a COVID test upon entry to Upstream offices until further notice. COVID tests will still be readily available onsite for persons who would like the option to self-test. However, this is now an option vs. a mandate. We will revisit the need for mandatory COVID testing as community transmission rates significantly increase and/or state mandates shift.

Filter Systems in Offices

We will continue our current practices regarding scheduled air ventilation testing in our footprint offices and maintaining air purification/filtration units in our conference rooms.

COVID-19 Symptoms Attestations in Offices

With the significantly reduced community transmission rates within the states where we have offices, we are **removing** the attestation requirement to verify this information upon entry to our offices. We have been requesting attestations of COVID exposure and symptoms checks within our offices and retreats since February 2022. We believe that we have created a rigor of awareness across our organization where Upstreamers know what is expected in terms of self-reporting, isolating if COVID positive, masking if exposed, and assessing their general health on an ongoing basis for [COVID symptoms](#).

In-Person Department Group Events & Conferences

For department group events and conferences involving business travel, we still require reaching out to the People Experience Team one month before *the event* to help with COVID testing needs. The People Experience Team will continue to provide COVID testing advice and supplies as needed. The People Experience Team will continue to assess the community transmission rates for the intended destination, and we can issue COVID rapid test kits to each attendee's home. This is a supportive service we will continue to provide for the wellness of our Upstreamers and to assist with persons knowing their status before, during, and after any business travel/group event.

Similar to visiting an Upstream Footprint office, we ask Upstreamers to monitor for any potential COVID-19 symptoms before engaging in external meetings. Please inquire in advance about the site you intend to visit for any additional COVID protocols they may specifically require.

Organization-Wide Retreats

We want to promote the safest environment possible as we bring our Upstreamers together. Business travel and exposure to larger groups of people raise the exposure to disease spread. To mitigate any potential widespread communicable diseases, we will continue using a layered approach which includes daily COVID testing, physical distancing, wearing face masks (as preferred/needed), hand hygiene, and mandatory Covid-19 vaccination status for all Upstream attendees.

Before the event, COVID test kits will be mailed to Upstreamers' homes so they can test and confirm it is ok for them to travel.

During Organization-Wide Retreats, COVID Testing, Attestation, and Contact Tracing management will be done virtually via a third-party vendor called [Crowdpass](#). Attendees must register for events via Crowdpass. Please test in your private space 2 hours before the event starts and submit results via the Crowdpass tool, including a completed screening questionnaire.

After the event, the COVID tests mailed to you can be used to check on your status when you return home after travel.

When attending in-person meetings with WeWork, agencies, health centers, etc., Upstreamers are to inquire about and comply with any additional COVID protocols at these sites.

COVID-19 Positive Status

If you test positive for COVID-19, you can spread the virus to others regardless of whether or not you are showing symptoms. You are not allowed to do any business travel, attend meetings or visit any Upstream Offices/Co-working spaces.

You must take precautions to prevent spreading the disease to others, e.g., isolation, masking, and avoiding contact with people at high risk of getting very sick. If you test positive, immediately notify the People Experience Team (via email to PeopleTeam@upstream.org, Slack, or our cell phone numbers) if a positive COVID-19 test occurs (within or outside a business event). We will then begin the process of contact tracing to assess exposure and notification to other Upstreamers.

According to CDC guidance, Day 0 is the day you tested positive for the COVID-19 virus. Individuals can end isolation **after** day 5 IF their symptoms have improved and they are fever-free for 24 hours without using fever-reducing medication.

After exiting isolation:

- Wear your mask through day 10.

OR

- If you have access to antigen tests, you should consider using them on Day 6. With two sequential negative tests 48 hours apart, you may remove your mask sooner than day 10.

As a reminder, Upstream offers 80 hours of *COVID paid sick leave* annually to employees working a minimum of 24 hours a week. If you test positive for COVID-19, please isolate yourself from others for at least 5 days.

Individuals who report they were exposed to COVID-19:

Wear a [mask](#) as soon as you find out you were exposed.

- Day 0 is the day of your last exposure to someone with COVID-19
- Day 1 is the first full day after your last exposure
- Test on DAY 6 even if you do not develop symptoms.

Individuals who report they were exposed to COVID-19 may attend meetings or visit the office **as long as** they remain asymptomatic.** [Current CDC guidance](#) states that exposed individuals do not need to stay home unless they develop symptoms but get tested on **day 6** and wear a [well-fitting mask](#) for 10 full days when they are around others.

**If the COVID-19 infected person you were exposed to lives within your home, you are at higher risk of exposure to the virus. You should limit physical contact with others and conduct daily monitoring for symptoms.

Disclosure & References

Upstream will update these policies as business needs, safety guidelines, and mandates evolve.

We are committed to staying abreast of all local and federal guidelines, including any increased restrictions, travel bans, and other preventative measures recommended by state and federal authorities.

Up-to-date guidance can be found at the following websites:

Center for Disease Control

[CDC Guidance on quarantine and isolation](#)
[Domestic Travel During COVID-19 | CDC.](#)

Occupational Health and Safety Administration (OSHA)

<https://www.osha.gov/coronavirus/ets2>

President Biden's Path out of the Pandemic Action Plan

[National COVID-19 Preparedness Plan - The White House](#)
[NATIONAL COVID-19 PREPAREDNESS PLAN | The White House](#) (PDF)

United States Department of Labor: Massachusetts Links

[COVID-19 Updates and Information | Mass.gov](#)
[COVID-19 Mask Requirements | Mass.gov](#)
[What's the difference between a PCR and antigen COVID-19 test?](#)

North Carolina Links

[COVID-19 Information Hub | nc.gov](#)

Washington State Links

[COVID-19 | Washington State Department of Health](#)
[Novel Coronavirus Outbreak \(COVID-19\) Resources](#)