



Pandemic Response and Re-Opening Safety Plan for Residential

Residential Workforce Members at a minimum will follow all agency, local, regional, state and federal guidelines necessary for re-opening from a pandemic.

Workplace Practices:

Remote Work: Workforce Members will continue to work from remote locations. If access to office space at the 3 Commerce Lane location is necessary then appropriate prior arrangements must be made with the Human Resource department to ensure limited capacity order is followed.

Re-Start of Programs: Programs will be restarted under the OPWDD directives and guidance. Workforce Members will be provided the appropriate tools needed to work remotely once Day Habilitation Services program reopens. This will ensure that the agency is meeting limited capacity and social distancing requirements, while still providing the necessary services to the people we support. The Safety Plan for Reopening the Certified Day Program is attached and will begin in Franklin County on Monday 8/31/20 and Saint Lawrence County on Monday 10/19/20.

Shared Staffing: Travel between sites is not permitted by the agency, unless there are staffing shortages that would adversely impact the operation of the program. In the instance there is a staffing shortage, the Director of Residential will develop a plan to share staff and provide the plan to the Executive Director.

Health Practices:

Clean your hands often: With an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash your hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty. Use **ONLY** your knuckle to touch light switches, payment systems (check out / ATM) buttons, touchscreens etc. When pumping gas, lift the gasoline dispenser with a paper towel or use a disposable glove. Keep a bottle of hand sanitizer in your car for use after getting gas or touching other contaminated objects when you can't immediately wash your hands. Refrain from touching your eyes, nose and mouth.

Practice Social Distancing: Keep a safe distance of **6 feet** from others when possible. It is recognized that during times of personal care for people that are supported, social distancing may not be possible. However, social distancing should be practiced at all other times including during meal times.



Screening: All personnel entering the facility, regardless of whether they are providing direct care to individuals or not, will be screened upon arrival and every 12 hours thereafter. The screening will include temperature checks and being asked if they have:

1. Symptoms of cough, shortness of breath, bluish lips or face, diarrhea, nausea, vomiting, loss of taste or smell, congestion, runny nose, fever of 100.0 degrees or higher, headache, chills, fatigue, muscle or body aches within the last 14 days,
2. Positive COVID-19 test within the past 14 days,
3. Close contact with a confirmed or suspected COVID-19 case in the past 14 days,
4. Travelled outside the United States in the last 14 days, and
5. Travelled outside of the North Country area (St. Lawrence, Franklin, Jefferson, Essex, Clinton and Lewis counties)

Workforce Members who begin to exhibit symptoms, including a temperature greater than or equal to 100.0 F, while at work should notify their supervisor immediately to provide appropriate coverage and the Workforce Member should be sent home.

Workforce Members exhibiting symptoms are to stay home from work, follow their program guidelines to notify their supervisor, and contact the HR Department for further direction.

Workforce members with confirmed COVID-19, or suspected COVID-19 must have maintained isolation for at least 10 days after illness onset, must be fever-free for at least 72 hours without the use of fever reducing medications, and must have other symptoms improving to be eligible to return to work.

Workforce Members working remotely, and who have no contact with other employees or service recipients during the remote work hours, are not required to be screened each workday.

Individual Health Checks for All Settings: Health checks should be implemented for all individuals living in a residential facility certified or operated by OPWDD. Check each individual twice daily in the am and pm, and as needed, for fever of 100.0 degrees or higher (as measured with a thermometer), cough, shortness of breath, bluish lips or face, diarrhea, nausea, vomiting, loss of taste or smell, congestion, runny nose, headache, chills, fatigue, muscle or body aches and document findings. COVID-like illness should be immediately isolated to their room and the RN or provider contacted for further instructions.

Personal Protective Equipment: PPE is used by healthcare personnel, including direct support staff and clinicians, to protect themselves, individuals, and others, when providing care. PPE helps protect staff from potentially infectious individuals and materials, toxic medications, and other potentially dangerous substances used in healthcare delivery. The agency determines and



provides appropriate PPE to staff based on their location and type of work. Staff are to use PPE as required. PPE should be disposed of in the designated receptacle.

Face Masks: Workforce Members are to wear face coverings at all times while working on-site. Staff should contact their Immediate Supervisor or HR Department if face coverings are needed.

Gloves: Put on clean, non-sterile gloves upon entry into an individual's room or care area. Change gloves if they become torn or heavily contaminated. Remove and discard gloves when leaving the individual's room or care area, and immediately perform hand hygiene.

Cleaning:

Routine Cleaning: All frequently touched surfaces in the environment, such as workstations, electronic devices, countertops, phones, toilets, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label. If the residence requires the use of a shared bathroom, bathroom surfaces must be cleaned after every use. Avoid sharing household items with the individual. Individuals should not share dishes, drinking glasses, cups, eating utensils, towels, bedding, or other items. After the individual uses these items, wash them thoroughly. Workforce Members will document the required cleaning on the Disinfectant Checklist.

Personal Space: Workforce Members will provide assistance to people supported to ensure their personal space is cleaned and disinfected on a weekly basis. The workforce member will document the assistance provided with cleaning in the person's habilitation plan daily note.

Community Activities:

At the providers discretion people supported will be permitted to leave the residence to engage in low risk community outings such as van rides, using the drive thru at local businesses or taking a walk. Individuals should maintain social distancing and wear a mask if they will tolerate it when outside the residence and avoid groups of people while in the community.

Family Communication and Family Visits:

Communication: The Residential Management team will continue to contact family and discuss changes to service plans, increased safety protocols to prevent both the exposure and spread of COVID-19, make timely notifications of a possible exposure or positive tests. Workforce Members will assist people supported with maintaining family contact utilizing emails, phone calls, social media, Face time or another form of technological means.

Family Visitation: This has been revised as Visits at the IRA by family members only can begin on Friday June 19, 2020 at the agency's discretion.



IRA Visits: Visits by family members (maximum of two family members per person at any given time) of people residing in CP of the North Country Residential homes will be permitted at a designated location inside the residence under specific circumstances. Prior to any visit at the residence:

- The family member(s) must be screened over the phone just prior to coming to the IRA for the visit. The family member(s) will be screened for symptoms (cough, shortness of breath, bluish lips or face, diarrhea, nausea, vomiting, loss of taste or smell, congestion, runny nose, fever of 100.0 degrees or higher, headache, chills, fatigue, muscle or body aches), for potential exposure to someone with confirmed or suspected COVID-19 within the past 14 days. Temperatures will be taken. Confirmation that the family member(s) coming to the IRA for a visit have not been out of the North Country area (St. Lawrence, Franklin, Jefferson, Essex, Clinton and Lewis counties) in the last 14 days. This screening of family members will be documented by the workforce member. If the answer is yes to any of the questions, the family member(s) will be informed that the visit cannot take place.
- The agency will thoroughly discuss the potential risks and benefits of the visitor's presence with the visitor and the resident ahead of a scheduled visit. All other residents should be notified ahead of time that visitors will be present and advised how to remain socially distant from them.
- Masks must be worn by family member(s) when they visit. People who are able to tolerate a mask should wear a mask as well. Family members will be informed that they are to bring their own mask. If a family member neglects to bring a mask, a mask will be provided to them to minimize any disappointment on behalf of the person supported. Family Members who refuse to wear a face mask must be asked to leave the IRA.
- The family members will also be provided gloves and hand sanitizer. Family Members must sanitize their hands upon arrival and perform meticulous hand hygiene throughout the visit. All visits will be conducted in a designated well ventilated area of the home with the individual positioned 6 feet apart from visitor(s) even during meal times.
- The Family Members must be over 18 years of age, the visit cannot exceed four hours and must be arranged and approved by the IRA House Manager to ensure family visits are staggered and not occurring at the same time.
- The spaced utilized must be disinfected after each visit and documented on the daily cleaning list that was previously provided.
- At this time fast food or care packages from companies such as Amazon will be allowed. Any food that was prepared at a family member(s) home will be will not be allowed into the IRA during the visit. Any meals can be provided by the IRA during the visit.
- All family visits will be documented on the visitor log that is already in place for the IRA.
- If there is a positive case of COVID-19 at the IRA then no visits can occur until the Local Health Department has released the person(s) from quarantine.



Home Visits: Effective July 15, 2020 for regions of the State that have entered into Phase Four in accordance with the New York Forward Reopening Plan, and until further notice, home visits may recommence for individuals living within OPWDD certified residential facilities, consistent with the restrictions herein.

- Family Members will be screened over the phone prior to coming to the IRA to pick people up for home visits.
- Individuals may resume participation in home and family visits with all appropriate risk mitigation strategies in place. These include safe social distancing, use of masks or other face coverings when tolerated, meticulous attention to hand washing and proper cleaning and disinfection.
- Families must be reminded that during any off-site visit, exposure to members of different households and to public places, in general, should be done with caution and on a limited basis. Good hygiene must be practiced and safe social distancing should be maintained, whenever possible. Consistent with Executive Order 202.17, masks must be worn in public whenever social distancing cannot be maintained, to the extent they can be medically tolerated.

Individuals may participate in home or family visits only if all of the following circumstances are met for each visit:

- The individual is not suspected or confirmed to have COVID-19, and is not under any quarantine or isolation requirements.
- The individual passes a health screen and temperature check immediately prior to leaving the certified residence and it is documented.
- The individual washes their hands immediately prior to their departure from and return to the residence and it is documented.
- The location(s) of the visit does not include: (a) any household member suspected or confirmed to have COVID-19; (b) any household member who has been exposed to COVID-19 in the prior 14 days; or (c) any household member displays any symptoms of COVID-19 in the preceding 14 days.
- Confirmation that the person(s) picking up or receiving an individual for a home visit denied that anyone in the household has been out of the North Country area (St. Lawrence, Franklin, Jefferson, Essex, Clinton and Lewis counties) in the last 14 days.
- Staff will remind families to ensure that individuals are washing and/or sanitizing hands throughout the day, implementing social distancing whenever possible, and wearing face coverings whenever social distancing cannot be maintained in public and will document the conversation.
- Staff will ensure that families have face coverings if needed



The following measures will be required for agency vehicles used to transport individuals to home visits for each visit:

- Only individuals and staff from the same facility should be transported together. Individuals and staff from other certified residences shall not be intermingled for purposes of transportation.
- Capacity on agency vans and other vehicles should be reduced to no more than 50% of total capacity, to maximize social distancing and reduce COVID-19 transmission risks.
- To the greatest extent possible, individuals and staff should restrict close contact by not sitting near each other or the driver. Additionally, if there are multiple doors in a bus or van, one-way entering and exiting should be utilized. Individuals should be directed to not exit the vehicle at once, instead following driver or staff instruction on exiting one person at a time. The use of directional tape or signage can assist in accomplishing this.
- To the extent individuals can medically tolerate one, individuals, staff, and the driver must wear a face covering at all times in the vehicle.
- After each trip is completed, the interior of the agency vehicle should be thoroughly cleaned and disinfected before additional individuals are transported.
- Where appropriate and safe, windows should be rolled down to permit air flow.

In order to be able to sufficiently trace and track any potential COVID-19 exposure, providers are required to maintain a daily log of all home visits and other visits off site from the certified residence. Daily logs must include the following information:

- The names of any individuals who participated in a home visit, including the address of the home visit, and the dates and times such visit started and ended.
- Confirmation that person(s) picking up or receiving an individual for a home visit denied that anyone in the household was currently under isolation or quarantine for COVID-19.
- Confirmation that person(s) picking up or receiving an individual for a home visit denied that anyone in the household had any known exposure to COVID-19 in the prior 14 days.
- Confirmation that person(s) picking up or receiving an individual for a home visit denied that anyone in the household has exhibited any of the following symptoms within the last 14 days:
 - Cough
 - Fever of 100.0 degrees or greater
 - Sore Throat
 - Headache



- Muscle or body aches
 - New loss of taste or smell
 - Chills
 - Fatigue
 - Bluish lips or face
 - Diarrhea
 - Congestion or runny nose
 - Nausea or vomiting
 - Shortness of breath
- Confirmation that the person(s) picking up or receiving an individual for a home visit denied that anyone in the household has been out of the North Country area (St. Lawrence, Franklin, Jefferson, Essex, Clinton and Lewis counties).
 - Confirmation that the individual participating in the visit passed their health screen immediately prior to participating in the home visit.
 - Addresses of any and all places the individual spent time during the home visit, including the names of other people spending time in close contact (within 6 feet) or proximate contact.
 - Confirmation that the individual passed their health screen upon return from the home visit.
 - Confirmation that the individual did not exhibit symptoms inclusive of cough, shortness of breath, bluish lips or face, diarrhea, nausea, vomiting, loss of taste or smell, congestion, runny nose, fever of 100.0 degrees or higher, headache, chills, fatigue, muscle or body aches during the home visit. If the individual did exhibit any of these symptoms they must quarantine and the Residential RN or medical provider must be notified immediately.
 - The individual must be monitored for symptoms inclusive of cough, shortness of breath, bluish lips or face, diarrhea, nausea, vomiting, loss of taste or smell, congestion, runny nose, fever of 100.0 degrees or higher, headache, chills, fatigue, muscle or body aches and documented on the vitals sheet.
 - Attached are the Daily Log for Home Visits and the Home Visit Agreements.
 - All logs may be required to be produced to OPWDD at any time.
 - If people supported do not pass the health screen or temperature checks or the person picking up cannot confirm anyone in the household is under quarantine or isolation, there was no known exposure in the last 14 days or not exhibiting the noted symptoms in the last 14 days then the home visit cannot occur.

Public Community Events: Effective July 15, 2020 for regions of the State that have entered into Phase Four in accordance with the New York Forward Reopening Plan, community trips may resume for individuals living within OPWDD certified residential facilities. Furthermore, individuals may resume low risk activities, such as going to medical or professional service



appointments and work, and participating in community-based outings, as described below, to the extent permitted by NY Forward, and consistent with the restrictions of this guidance and all applicable NYS directives.

Interim Restrictions for Community Trips from Certified Residential Facilities for each trip:

- Individuals shall not participate in community trips if any individual or staff member working in the home is suspected or confirmed positive for COVID-19.
- Any person who had close or proximate contact to a confirmed positive individual within the last 14 days, or any person experiencing symptom(s) consistent with COVID-19, such as cough, fever of 100.0 degrees or higher, shortness of breath, chills, muscle or body aches, new or worsening headache, sore throat, bluish lips or face, diarrhea, nausea, vomiting, fatigue or new loss of taste or smell must not participate in a community trip. Individuals that are close or proximate contacts or experiencing symptom(s) consistent with COVID-19 should contact their healthcare provider or local health department for recommended next steps.
- The number of individuals permitted in a community trip shall include no more than 10 people inclusive of staff members and should only include individuals in regular contact (e.g. roommates or housemates).
- Low risk, outdoor activities such as hikes, fishing or no contact games/sports are encouraged whenever possible.
- Community trips to stores, restaurants, salons, etc., should be extremely limited in frequency and duration and must abide by the capacity limitations of such locations. Remember shared food and beverages and buffet style dining is prohibited.
- Planned recreational community trips should be limited to one location per day for any individual participating.
- Hands should be washed/sanitized immediately prior to leaving the home and immediately upon return to the home.
- Staff must bring hand sanitizer and ensure all individuals are washing and/or sanitizing hands throughout the community trip, whenever surfaces such as door handles, counters, public benches, and store shelves are touched.
- Social distancing principles of at least six feet must be adhered to.
- Face coverings shall be brought on public outings and individuals must be encouraged to wear the covering at all times. Everyone who is medically able to tolerate a mask must wear one when unable to maintain social distancing.
- There should be no unnecessary interaction with other members of the public while on a community trips.



- When planning trips, staff should be aware of various capacity restrictions for businesses and should consider calling ahead, where possible, to ensure group size can be accommodated.
- Individuals who participate in community trips without staff present must be provided with hand sanitizer and a face covering and should understand the risks and obligations of public exposure, as well as the expectations regarding reporting.

Interim Transportation Requirements for each Community Trip:

- Community trips requiring transportation to and from a location should be implemented on a limited basis and only when providers of certified residential facilities can ensure that all infection control and mitigation strategies will be applied during the transportation of individuals to and from community trips.
- Only individuals and staff from the same IRA should be transported together. Individuals or staff from other residences should not be intermingled for purposes of transportation.
- Capacity on vans, and other vehicles should be reduced to 50% of total capacity to maximize social distancing and reduce COVID-19 transmission risks.
- To the greatest extent possible, individuals and staff should restrict close contact by not sitting near each other or the driver. The use of directional tape and signage can assist in accomplishing this. Additionally, if there are multiple doors in a bus or van, one-way entering and exiting should be utilized. Individuals should be directed to not exit the vehicle at once, instead following driver or staff instruction on exiting one person at a time.
- To the extent individuals can medically tolerate a face covering, individuals, staff, and the driver must wear face coverings at all times in the vehicle. Staff who cannot medically tolerate the use of a face covering should not be assigned to transport individuals.
- After each trip is completed, the interior of the vehicle should be thoroughly sanitized and disinfected before additional individuals are transported.
- Where appropriate and safe, windows should be rolled down to permit air flow.

In order to be able to sufficiently trace and track any potential COVID-19 exposure, providers are required to maintain a daily log of all community trips from the home. Daily logs must include the following information:

- The names of all individuals and staff members who participate in each community trip throughout the day.
- Confirmation that each person passed the daily health screen and temperature checks.



- The location, including address, where the community trip occurred.
- The times the trip started and ended.
- The transportation that was used for each trip.
- Attached are the Daily Log for Community Trips.
- All logs may be required to be produced to OPWDD at any time.

Financial:

Finance department: Will track service expenses related to COVID-19 to comply with government requirements and grants or low-cost loan programs that supplement government funding.

Residential: The management team will bill for habilitation services based on current OPWDD memorandums and submit to the finance department.

Trainings:

All workforce members will be trained on COVID-19 infection control by their immediate supervisors and documented on a training record. Copies of the training records are submitted to the Director of Residential Services for review.

Responsibilities:

Workforce Members:

1. Required to participate in all trainings/educational activities and document their attendance.
2. Follow all guidance issued by OPWDD, local, state and federal governments.
3. Follow all safety plans issued by the agency including social distancing, wearing PPE and hygiene requirements.
4. Workforce Members should report non-compliance with safety protocols to their immediate supervisor.

Plan Review:

The Pandemic Response and Re-Opening Safety Plan for Residential will be periodically reviewed and updated as factors change related to the State of Emergency.



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