

# **COVID- 19 Service Policy/Provider Assurance Plan**

## **Coronavirus 2019 (COVID-19)**

Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person. The virus that causes COVID-19 is a new coronavirus that has spread throughout the world. COVID-19 symptoms can range from mild (or no symptoms) to severe illness.

How it is spread:

The virus that causes COVID-19 is thought to spread mainly from person to person, mainly through respiratory droplets produced when an infected person coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet). For purposes of determining community level's employment solutions will utilize information from KDPH (Kentucky Department of Public Health).

Prevention:

- Refer to the Kentucky Public Health and/or CDC guidance.
- Fully Vaccinate against COVID-19 (at least 14 days following receipt of an FDA-authorized or approved COVID-19 vaccine- either both doses of a 2-dose regimen or one dose of a single-dose vaccine, per CDC guidelines) and have received at least one booster dose.
- Stay home as much as possible and avoid close contact with others.
- Wear face covering that covers your nose in public settings, when COVID cases are "high." (Community level of medium or high).
- Clean and disinfect frequently touched surfaces including work area equipment and common areas at least daily and at the end of each shift. Before and after breaks. Before and after lunch. Pay special attention to countertops, tools, door knobs and computers. Cleaning is to be done using Environmental Protection Agency registered disinfectants to sanitize surfaces.
- Look over the environment to continuously be identifying opportunities for reducing the number of high touch areas.
- Wash hands often with soap and water for at least 20 seconds, or use an alcohol based hand sanitizer that contains at least 60% alcohol.
- Physical Distancing (Social distancing).
  - Maintain at least (6) six feet of distance from other people.

People at increased risk for severe illness (everyone is at risk):

- People who are not fully vaccinated and/or boosted.
- Over the age of 60
- Chronic lung disease or moderate to severe asthma

- Serious heart conditions
- Immunocompromised (including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications)
- Severe obesity (body mass index [BMI] of 30 or higher).
- Diabetes
- Chronic kidney disease undergoing dialysis
- Liver disease

Symptoms may occur 2-14 days after exposure; however some people may not develop (but are at risk to passing the virus to someone else) symptoms:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

**When to seek COVID-19 testing:**

- The known symptoms are present.
- Newly-admitted Patients/Residents/Participants who have left the facility for 24 hours, regardless of vaccination status, should have a series of two viral tests for SARS-CoV-2.
- infection; immediately and, if negative, again 5-7 days after their admission.
- There has been close contact with a person that has tested positive.
- It is generally it is recommended to test immediately (but not earlier than 24 hours after the exposure) and, if negative, again in 5-7 days after the exposure.
- In general, it is not necessary for asymptomatic Patients/Residents/Participants who have recovered from SARS-CoV-2 infection in the prior 90 days.
- Asymptomatic Patients/Residents/Participants with close contact with someone with SARS-CoV2 infection, regardless of vaccination status, should have a series of two viral tests for SARSCoV-2 infection. In these situations, testing is recommended immediately (but generally not earlier than 24 hours after the exposure) and, if negative, again 5–7 days after the exposure.

**What to do if a COVID test is positive:**

- Staff/Contractor
  - Notify supervisor.
  - Notify DDID: For staff exposed to or tested positive for COVID-19, send an email to [BHDID.IncidentManagement@ky.gov](mailto:BHDID.IncidentManagement@ky.gov) with the subject line “Staff

COVID-19 exposure” OR “Staff COVID-19 positive”. Provide the details in the body of the email. Do not complete an incident form.

**SCL and MPW related incidents:**

- All 1915(c) waiver providers are required to submit all incidents, critical and non-critical, through MWMA.
- For a list of Frequently Asked Questions and contact email/phone visit:<https://chfs.ky.gov/agencies/dms/dca/Documents/mwmaupdates20FAQ.pdf>
- You are able to finish tasks related to incidents that were generated prior to no longer providing services to a person. Look on your task dashboard. Check the drop down to select a different task queue if you are not seeing the task. When you have located the task, scroll to the right to click on the link to start or continue the task.
- If there is not an incident related task, but information about an incident needs to be entered, provide it to the person who is/was the case manager for entry in MWMA.

**SGF related incidents:**

- For Incidents occurring after July 1, 2022 complete and submit Incident report in RedCap.
  - Notify co-workers & clients that have had close contact with the positive person. (CDC identifies a close contact as being within 6 feet and lasting 15 minutes or longer).
  - Follow health care provider’s recommendation and/or KY Public Health Guidance.
- **Client**
  - Notify supervisor.
  - Complete incident report in MWMA
    - Mark as “Public Health Concern.”
  - Notify people that have been in close contact with positive person. (CDC identifies a close contact as being within 6 feet and lasting 15 minutes or longer).
  - Encourage to follow health care recommendations.
  - Regardless of vaccination status or residential setting, a participant who is exposed to a person with COVID-19 infection should not return to DT/ADT for at least 10 days.
  - People that do not receive Day Training Services are to follow KY Public Health/CDC COVID guidance.

**Release from Isolation for Day Training Recipients.**

Criteria to end isolation for clients that have tested positive for COVID.

**Clients with mild to moderate illness who are not moderately to severely immunocompromised:**

- At least 10 days have passed *since symptoms first appeared and*
- At least 24 hours have passed *since last fever* without the use of fever-reducing medications **and**
- Symptoms (e.g., cough, shortness of breath) have improved

**Clients who were asymptomatic throughout their infection and are not moderately to severely immunocompromised:**

- At least 10 days have passed since the date of their first positive viral test, with the day the test was taken being day zero.

**Patients/Residents/Participants with severe to critical illness and who are not moderately to severely immunocompromised:**

- At least 10 days and up to 20 days have passed since symptoms first appeared
- At least 24 hours have passed since last fever without the use of fever-reducing medications
- Symptoms (e.g., cough, shortness of breath) have improved
- The test-based strategy as described for moderately to severely immunocompromised residents below can be used to inform the duration of isolation.

**Patients/Residents/Participants who are moderately to severely immunocompromised:**

may produce replication-competent virus beyond 20 days after symptom onset or, for those who were asymptomatic throughout their infection, the date of their first positive viral test.

- Use of a test-based strategy and (if available) consultation with an infectious disease specialist is recommended to determine when Transmission-Based Precautions could be discontinued for these patients/residents/participants.

**Quarantine for participants who have exposure to an individual with COVID-19 infection:**

- Participants who are NOT up to date with all recommended COVID-19 vaccines doses:
  - These participants should generally be restricted to their homes, even if testing is negative, and cared for by staff using an N95 or higher-level respirator, eye protection, gloves, and gown. They should not participate in group activities.
  - Participants who are up to date with all recommended COVID-19 vaccines doses should wear source control and be tested as described in the testing section of this policy. They do not need to be restricted to their rooms or cared for with PPE, unless they develop symptoms of COVID-19, are diagnosed with COVID-19 or the facility is directed to do so by the jurisdiction's public health authority.

### **Participants can be removed from Transmission-Based Precautions**

- after day 10 following the exposure (day 0) if they do not develop symptoms. Although the residual risk of infection is low, healthcare providers could consider testing for SARS-CoV-2 within 48 hours before the time of planned discontinuation of Transmission-Based Precautions.
- after day 7 following the exposure (day 0) if a viral test is negative for SARS-CoV-2 and they do not develop symptoms. The specimen should be collected and tested within 48 hours before the time of planned discontinuation of Transmission-Based Precautions.

## Day Training (DT)/Adult Day Training (ADT)

**For people and their team that wish to receive in-person Day Training, the following will need to occur prior to in-person Day Training resuming:**

- The Case Manager (CM) receives a request from the person, parent, guardian or provider that ADT/DT be resumed.
- A copy of Employment Solutions Policy regarding COVID-19 will be provided to the CM to discuss with the person's team, if requested.
- A team meeting will take place (if the team desires that a team meeting take place). During the team meeting, through email or conversations:
  - The discussion for returning to DT will include:
    - Insuring the person is informed about COVID-19, including what to expect, potential risks, what's expected of him/her, and other applicable information that allows for an informed decision to resume in-person DT services.
    - The importance to/important for information and how these may look different in the current service environment.
    - Has a desire to attend scheduled services and is given the opportunity to design their attendance schedule as the person desires.
  - Provide evidence of being fully vaccinated against COVID-19.
  - Consideration for the other members in the home, especially those with the CDC identified increased risk factors for serious illness related to COVID-19.

### **Person receiving DT services/Participant Expectation/Requirement**

#### Monitoring/promoting health:

- Do not leave the home if has a temperature of 100.4F (or higher) or feel ill.
- Face covering over mouth and nose will be worn at DT when that program location has experienced a positive case of COVID for at least 2 weeks.
  - Employment Solutions has obtained and will maintain the appropriate amount of PPE to be provided and utilized by staff and people receiving services.
  - If a person refuses to wear a face covering that covers their nose and mouth, they will be asked to remove their self to a place away from peers.
- If a person becomes ill with symptoms consistent with suspected COVID-19 or develops a temperature while at Day Training, the residential provider or family will be contacted to coordinate care and transportation home or to a medical provider.

- o While waiting to be picked up/transported, the person will rest in an area away from peers (therapy room) and room will be cleaned immediately following their departure.
- Training/information will be provided to each person receiving in-person DT services regarding COVID-19 including:
  - o The signs and symptoms.
  - o How it is spread
  - o Risks of exposure
  - o Self-protection/prevention
  - o Proper hand washing and use of hand sanitizer
  - o How to put on and take off PPE
  - o Social distancing
- Use hand sanitizer and wash hands frequently including after toileting, before and after meals or snacks and when changing activities.
- Do not share food, drink, containers, plates, napkins, or utensils.
- Avoid touching eyes, nose or mouth.

#### Lunches & Breaks:

- Lunches, changes of clothes, items that are essential are to be brought in disposable bags and labeled with the person's name.
  - o The kitchen area is to be cleaned at least twice daily.
  - o Only DT staff or approved essential visitors are permitted in the kitchen area.
- Each table and frequently touched surface will be disinfected prior and following meals and snacks, as well as the end of each day.
- Handwashing will take place prior to and following lunch and break.
- Use disposable plates and utensils (except for participant-specific adaptable equipment).
  - o No sharing of food, drink, containers, plates, napkins, or utensils.
  - o If assistance is need with preparing a lunch:
    - Staff will wash hands before and after assistance.
    - Staff will wear gloves and masks.
    - If microwave is used it will be disinfected between uses.

#### Personal Items:

- Personal items that are not necessary for Day Training are not to be brought into the building.
- Lunches, changes of clothes and other items that are essential are to be labeled and stored in a disposable bag.
- Disinfectant wipes will be provided at points of entry and exit to wipe down lunch boxes and other essential personal items as they enter and leave the building.

- Personal items are to be stored separately and not touching anyone else's items.

### **Visitors to Day Training Locations:**

Employment Solutions will assist with identifying a meeting location away from participants. An outdoor meeting area will be provided when the weather allows and if it is an appropriate location for the nature of the meeting. If the meeting is to take place indoors a private location will be reserved. The area will be clean prior to and following use. Whenever possible prior notice of the meeting is best. Employment Solutions will ensure that virtual meetings are arranged as requested.

### **Telehealth:**

For the duration of the COVID-19 nationwide public health emergency, the Office for Civil Rights (OCR) within the Department of Health and Human Services has related its enforcement of Health Insurance Portability and Accountability Act (HIPAA) for certain non-public facing applications. This means OCR will not enforce penalties for the good faith provision of telehealth. Common applications that are currently exempted include **(acceptable to utilize to provide telehealth)**, but are not limited to:

- Apple FaceTime
- Facebook Messenger Video Chat
- Google Hangouts Video
- Skype
- Zoom

Public facing services are specifically not allowed by OCR and **should not be used** for the provision of telehealth. These include, but are not limited to:

- Facebook Live
- Twitch
- TikTok
- Telephone Calls (must include a visual aspect)

Positive Person Centered Plans of Care (PPCPOC) do not need to be modified prior to receiving services via Telehealth. Service/contact notes should include documentation of the service being provided via telehealth.

### **Services that can be provided via telehealth:**

- Consultative services including: Psychological Supports, Positive Behavior Supports, Nutrition, Occupational Therapy, Speech Therapy & Physical Therapy.
- Supported Employment
- In-Home services including: Personal Assistance, Community Access and Community Living Supports.
- Day Training (DT)/Adult Day Training (ADT)

### **Community Living Supports (CLS)/Personal Assistance (PA)**

Community Living Support and Personal Assistance will be provided to people that do not have natural supports to provide the supports that is usually provided by CLS or PA. Telehealth can be utilized when appropriate.

CLS/PA to be utilized via Telehealth for people who need cueing for tasks such as:

- Medication administration
- Coaching/prompting through hygiene tasks
- Meal preparation/completion.

### **Personal Assistance/Respite Provided for Residential Level II**

- May be provided for the duration of Appendix K.
- Justification of the use of the service as related to COVID is required, along with the team approval.

### **Positive Behavior Supports/Clinical Services**

Positive Behavior Supports/Clinical Services is to be utilized via Telehealth, when requested.

### **Supported Employment**

Supported Employment may be provided via telehealth. Service that may be provided include:

- Assistance with applying for unemployment,
- Adjusting to being laid-off,
- Supportive skills to cope with the demands of a current job
- Developing next steps when the crisis ends.

### **Residential Level II/Family Home Provider (FHP)**

#### **Family and Friend Visits**

The most assured way to mitigate COVID-19 exposure is to be fully vaccinated, socialize with others that are fully vaccinated and avoid social gatherings (especially those of more than 10 people where the vaccination of others is unknown).

Vaccinations: Individuals receiving residential services from Employment Solutions are encouraged to vaccinate and to obtain boosters of the vaccination as they are eligible. A COVID vaccine and Booster Consent was implemented on 7/13/22. The consent form will be used to cover boosters after the implementation date.

### **Residential Level II Red Zone Policy**

- Reduce in-person shopping; order online or pickup curbside as much as possible
- Order take-out; avoid dining in restaurants or bars
- Prioritize businesses that follow and enforce the mask mandate and other guidelines
- Reschedule, postpone or cancel public events
- Do not host or attend gatherings of any size
- Avoid non-essential activities outside your home
- Reduce overall activity and contacts, and follow existing guidance, including the 10 Steps to Defeat COVID-19

### **New Hires**

New Hire's may start in person/independent services prior to the completion of DDID required training including. Background checks and trainings are transferable and do not need to be redone or competency obtained. Trainings that are required include: training on the participant's person-centered service plan, safe delivery of hands-on care, care delivery needs, and medication administration. Employees that were laid off and have returned do not need new background checks or any updated trainings (including if they were grandfathered in on trainings).

Proof of a negative COVID test.

### **Current staff/Contractor**

Staff/contractor may continue to work with an expired TB screening and/or CPR/First Aid training.

### **Annual Exams**

Annual Exams including Dental, Physical, Eye, Hearing, Mammograms, Colonoscopy that are required annually will be extended until the COVID-19 emergency is over and the non-emergent visits are able to take place in the professional's office.

### **Face Masks:**

#### Wear your Face Covering Correctly

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily

#### Use the Face Covering to Protect Others

- Wear a face covering to help protect others in case you're infected but don't have symptoms

- Wear the covering in public settings when around people outside of your household, especially when other social distancing measures are difficult to maintain
- **Don't** put the covering around your neck or up on your forehead
- **Don't** touch the face covering, and, if you do, wash your hands

### How to clean

#### **Washing machine**

- You can include your face covering with your regular laundry.
- Use regular laundry detergent and the warmest appropriate water setting for the cloth used to make the face covering.

#### **Washing by hand**

- Prepare a bleach solution by mixing:
  - 5 tablespoons (1/3rd cup) household bleach per gallon of room temperature water or
  - 4 teaspoons household bleach per quart of room temperature water
- Check the label to see if your bleach is intended for disinfection. Some bleach products, such as those designed for safe use on colored clothing, may not be suitable for disinfection. Ensure the bleach product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.
- Soak the face covering in the bleach solution for 5 minutes.
- Rinse thoroughly with cool or room temperature water.

#### **Make sure to completely dry cloth face covering after washing.**

#### How to dry

##### **Dryer**

- Use the highest heat setting and leave in the dryer until completely dry.

##### **Air dry**

- Lay flat and allow to completely dry. If possible, place the cloth face covering in direct sunlight.

#### **When to wear gloves**

For the general public, CDC recommends wearing gloves when you are cleaning or caring for someone who is sick.

In most other situations, like running errands, wearing gloves is not necessary. Instead, practice everyday preventive actions like keeping social distance (at least 6 feet) from others, washing your hands with soap and water for 20 seconds (or using a hand sanitizer with at least 60% alcohol), and wearing a cloth face covering when you have to go out in public.

#### When cleaning

- Follow precautions listed on the disinfectant product label, which may include-
  - wearing gloves (reusable or disposable) and
  - having good ventilation by turning on a fan or opening a window to get fresh air into the room you're cleaning.
- Wash your hands after you have removed the gloves.

#### When caring for someone who is sick

If you are providing care to someone who is sick at home or in another non-healthcare setting

- Use disposable gloves when cleaning and disinfecting the area around the person who is sick or other surfaces that may be frequently touched in the home.
- Use disposable gloves when touching or having contact with blood, stool, or body fluids, such as saliva, mucus, vomit, and urine.
- After using disposable gloves, throw them out in a lined trash can. Do not disinfect or reuse the gloves.
- Wash your hands after you have removed the gloves

#### **Healthy at Work Policy (Effective 5/11/20)**

Each location needs to identify a "Healthy at Work Officer" The HWO will monitor the compliance of this policy at each location.

All persons entering a location, including staff, must have their temperature taken as soon as they enter the premises. This information is be logged into a report that we keep. See attached form

Each location should have only one point of entry.

Anyone who enters a location must have a face mask. Provide a disposable face mask for those who do not have one.

Face masks are expected while in any close proximity of others. This means walking in the halls, stepping out to the rest room, break room areas, copier room, mailboxes, etc. If within the confines of an office, you may remove your face mask, but no one is to enter that office without you and the guest putting their face mask on.

Wash hands often and use hand sanitizer often.

Maintain a distance of 6 feet for people entering and inside the premises.

Anyone who is running fever or does not feel well will be directed to leave. Notify the HWO as soon as possible should this occur.

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## **Employment Solutions Assurance Plan**

### In order to ensure safety:

- Divide service location into smaller areas in order to serve smaller groups with limited contact with one another.
- All areas accommodate public health guidelines for social distancing.
- Assign dedicated staff for each separate group in each space (no staff sharing between groups).
- Limit visitors to Employment Solutions staff assigned to the building, emergency personnel and maintenance workers (when building repair or maintenance is needed to ensure comfort and safety).
- Provide a designated isolation space for anyone who presents with symptoms during service delivery (therapy rooms will be used as an isolation space).

### Ensure the Day Training building:

- Requires face covering for all staff except when outdoors alone, with reasonable assurance that six (6) feet of separation is possible from others.
- Have see-through masks or face shields for people that need to read lips.
- Has the personal protective equipment (PPE) capacity and training to support compliance with recommended precautions.
- Has easily accessible hand sanitizing stations throughout the building.
- Gives attention to minimizing touching of face and face coverings.
- Has the resources and ability to provide daily symptom monitoring and documentation of personnel and participants upon arrival.
- Reliably follows infection control personal care standards including handwashing before and after contact with persons served.
- Plan to limit personal items brought to the building.
- Plan to handle and store items brought to the building including personal care, backpack, changes of clothes, etc. (separately/not touching).
- Plan to sanitize communication devices and other personal equipment brought to the location.
- Requires staff, who are helping a person with eating or other personal care activities to use gloves and face covering.
- Has the resources to clean and sanitize the location and associated vehicles throughout the day/between uses (with EPA-registered disinfectants).
- Has the resources to clean and sanitize restrooms after each use.
- Has the resources to clean and sanitize all surfaces, including vending machines, doors, counter tops, table tops, chairs sinks, materials used, computers, electronics, outdoor furniture, cabinets, refrigerators, etc.
- Has the resources and ability to offer activities that do not require handling shared items such as balls, books, cards, board games, art supplies, etc.

- Limit activities that include activities that require removing the face covering, such as eating, cooking classes, etc.
- Thorough hand washing to be done before and after the safe removal, storage and replacing of masks.
- Maintain minimum of six (6) feet of distance needs to be maintained while eating.
- No communal refrigerators.
- Clean and disinfect surfaces before and after eating.
- Plan for washing hands between handling food packaging for different people.
- Arrange for transportation if anyone presents with symptoms while at Day Training and ensure the person(s) is isolated from others while waiting for transportation.
- Is willing and able to contact the local health department to determine the best next step of service delivery if any personnel or participants that test positive for COVID-19
- Is willing to participate in all efforts related to contact tracing and any subsequent testing and quarantines.

Ensure all people receiving in-person Day Training services:

- Have had a conversation with the person-centered team to determine the appropriateness of resuming in-person services. (Employment Solutions must receive confirmation of completed Team Acknowledgment Form prior to resuming services).
- Have a desire to attend Day Training in-person.
- Have the opportunity to decide the days and times they wish to receive in-person Day Training services.
- Are willing and able to comply with health screening before all transportation, upon arrival at Day Training and other times determined necessary.
- Have discussed with their team regarding face covering, the requirement to wear it while receiving in-person Day Training and the type of face covering that is best for that person.
- Are willing and able to comply with face coverings, handwashing and social distancing.
- Are willing and able to comply with decontamination practices when returning home such as washing hands and changing clothes.
- Are willing and able to comply with COVID testing requirements during medium of high community levels.

Additional assurance when services are provided away from the building, provider shall have:

- Plan to ensure all CDC and DPH guidelines are followed in all community settings.
- Plan to address proper sanitation and hygiene in public restrooms.
- Plan for sanitizing vehicles between uses.

- Plan for social distancing in vehicles.
- Adherence to team decisions about type of activities participated in during the Day Training services- shopping, restaurants, bowling, galleries, libraries, etc.