



**Community Connections Inc.**

Opportunities for People with Disabilities

## COVID-19 PROTOCOL OVERVIEW FOR CLIENTS, FAMILIES & CAREGIVERS

**Purpose:** In order to provide the safest environment possible as we return to in-person services and group settings, Community Connections Inc has expanded our protocols and procedures regarding the health and safety of staff and participants. The following is a brief overview of new protocols for transportation, staffing, and provision of services. If you have any questions or would like further details, please feel free to contact your Program Manager. **Community Connections Inc is dedicated to ensuring a safe environment for all individuals in our programs.**

### STAFF HEALTH SCREENING:

1. Community Connections requires all individuals to remain home if they are sick. **All employees** will be required to self-certify that they have no symptoms of COVID (as listed below) to a licensed nurse or a trained staff prior to entering the work area.
2. Upon arrival to work, all employees will have their temperature taken using a touchless thermometer, by a licensed nurse or trained staff prior to entering the work area. (Temperature stations will be located immediately inside the door to program.)

Signs of COVID-19 include:

- Any signs of a fever as measured by 100. degrees orally or greater, a cough or trouble breathing within the last 24 hours.
  - OR any two of the following symptoms; repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell.
  - Have had any “close contact” with an individual diagnosed with COVID-19. “Close contact” is defined as living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or coming in to direct contact with secretions (shared utensils, being coughed on) from a person who has tested positive for COVID-19, while that person is symptomatic.
3. Employees will not be allowed in the building or on CCI transportation vehicles if they are positive for any signs of COVID-19. Should an employee have a fever or any signs of COVID-19, he or she will be asked to leave immediately and will be instructed to contact their health care provider for guidance. If the employee is unable to drive, they will be brought immediately to a designated isolation room with windows opened where possible, for ventilation. If the employee does not require emergency care but is unable to drive, their designated emergency contact or designee will be contacted to pick them up as soon as possible. **911 will be called should any signs of respiratory distress or other symptoms be exhibited.** In the event an employee is sent home, he or she may not return until written medical clearance is received by the employees

PCP or Department Public Health. Any CCI employee who becomes ill with COVID 19 will be referred to the Human Resources Department to discuss what is available to them in their time of need.

### **TRANSPORTATION SERVICES:**

- Where possible, vehicles will be equipped with clear, impermeable barriers between operators and the rest of the cabin. If not possible, drivers will wear a clear face shield with the shield in the back of their head to protect against possible transmission of germs. In addition the driver will wear a face mask at all times.
- All Community Connections Staff are required to take the temperature of any passenger prior to them entering the vehicle. The staff will ask passengers or their caregivers if they are displaying or have displayed any of the symptoms listed above in the last 24 hours. Passengers will not be allowed on the vehicle if they have a fever of 100, or if they are positive for any signs of COVID-19.
- All occupants will be required to wear a face mask when in the vehicle. Exceptions for wearing face masks or coverings include situations that may inhibit an individual from wearing a face mask safely, or if all passengers live in the same residence.
- Routes are being planned and seats assigned to maintain social distancing (6 feet) on board the vehicle. No passengers will sit up front with the driver. Seating will be marked using signage, decals, colored striping, caution tape etc. Routes are being planned to minimize the time participants spend in group transportation.
- All CCI vans will load and unload one at a time, at both residences and programs to allow for distancing between riders.
- Each vehicle is equipped with the necessary PPE and cleaning supplies, and will be cleaned and disinfected after each use.
- When riding in a personal vehicle (Individual Supports and Employment Services), the passenger will sit in the rear passenger side seat. This will allow the maximum distance between driver and passenger. Once transportation is completed, the driver will sanitize their vehicle using supplies and PPE provided by CCI.

### **MEMBER HEALTH SCREENING:**

- Upon arrival to day program, all Individuals will have their temperature taken a second time by a licensed nurse or a trained staff prior to their entering the work area using a touchless thermometer.
- If an individual has a fever or any signs of COVID-19 upon arrival or at any point during the day, they will be brought immediately to a designated isolation room. The isolation room will have windows, whenever possible, which will be opened for ventilation. The individual will be given appropriate PPE ( KN95 or surgical mask). The Nurse or Program Manager will contact the residence to pick the individual up. Pick up of the individual is required within 1 hour. Staff will remain with the individual with appropriate PPE until they are picked up. After each use the isolation room and any vehicle used will be cleaned and disinfected per agency protocol and CDC guidance. **911 will be called should any signs of respiratory distress or other symptoms be exhibited.**

- Any individual who is sent home must return with written medical clearance from the individual's PCP or Department of Public Health.

### **PROGRAM OPERATION AND STAFFING:**

- Community Connections programs will be staffed according to the needs of those attending the program as well as those receiving remote services.
- All staff will be fully trained in infection control and the transmission, signs, and symptoms of COVID 19, and how to respond should they or someone they are working with exhibit symptoms.
- Prior to returning to the program, each location will contract with their current cleaning company or another cleaning vendor to have the program deep cleaned, disinfected, and sanitized. Each location will also ensure that the program is being cleaned, disinfected, and sanitized by the vendor on a regular basis.
- Community Connections will provide all employees with the appropriate PPE and supplies for any and all job tasks, cleaning, and disinfecting.
- The program's routine cleaning, sanitizing, and disinfecting practices will be intensified, paying extra attention to frequently touched objects and surfaces, including door knobs, bathrooms and sinks, railings, keyboards, and office equipment. Each day upon arrival to work staff will be assigned to clean their group area as well as other areas of the building with disinfectant. Additional cleaning including Therapy rooms, sensory rooms and meeting rooms will be done throughout the day in accordance with all guidelines. Before leaving for the day all areas will be cleaned again and disinfected.
- Each participant shall have the bathroom cleaned after use. All areas of high use will be cleaned and disinfected by staff wearing disposable gloves and mask and eye protection.
- Program Managers will track both staff and participant absenteeism and monitor for trends. The program nurse will follow up on all absences to ensure the illness is not COVID 19 related.
- In the event the program has an exposure, this will be communicated to families by the nurse and will be communicated out to staff via the Program Manager.
- Areas visited by staff or the participant suspected of COVID-19 will be closed off. Outside doors and windows will be opened, and ventilating fans used to increase air circulation in the area for 24 hours or as long as practical before professional cleaning and disinfection.
- Should any individual be confirmed as testing positive for COVID 19, the program the individual attends will close for 24 hours for disinfecting. In the event of a program closure due to either a staff or participant absence due to a positive COVID-19 Test or as a result of an increase in staff or participant absences due to reported respiratory symptoms, all staff/participants/caregivers will be notified in writing of the program closure and expected reopening. Information regarding the closing/reopening of the program will also be posted on the CCI Facebook Page, CCI Employee Facebook Page and CCI Website.

### **SOCIAL DISTANCING AND ACTIVITIES:**

- All CCI program spaces will be designed to afford for social distancing. Activity and program rooms will have social distancing markers to assist with identifying the distance from others.
- If unable to maintain a personal distance of 6 feet (such as when providing direct care, activity assistance or physical assistance), appropriate personal protective equipment will be used.

- Personal contact will be minimized. All individuals in the program are to avoid shaking hands, fist pumps, high fives, or hugging. Frequent hand washing will be encouraged and supported throughout the day.
- CCI has canceled all community activities where social distancing is not able to be implemented. Community outings where it is not feasible to social distance will be put on hold until the state deems it is safe to re-engage.
- CCI will keep all personal belongings separate, and ensure they do not touch.
- No items will be shared. If there is a need to share an item, it must be wiped down with disinfectant wipes prior to sharing.
- Each individual will bring their lunch and snacks in a disposable brown paper bag with disposable utensils. The individual's name must be clearly written on the bag. No reusable lunch boxes, food containers or thermoses will be allowed. Upon arrival to program, lunches will be collected and placed in a designated area, by staff. If an individual does bring in a lunch that requires heating, staff will microwave the food, and that staff person must be the one delivering the meal to the individual. All microwaves will be utilized by staff only. Snacks and meals will be consumed maintaining social distance. No food items are to be shared at any time. Once an individual has completed his/her lunch or snack, staff will pick up the trash and dispose of it in a waste container, and wipe down tables and other surfaces.
- The nurse will administer medications to individuals in their group area to limit the need for participants to walk through program space. Treatments (feedings, wound care, sugar checks and/or insulin injections etc.) will be done either in the group space or in the nurse's office depending on the treatment and at the discretion of the nurse. Programs will ensure that the use of a nebulizer only occurs in an outdoor area or in a room separate from all other participants that has a door that can close. After administration of a nebulizer treatment, the room must be left empty with the door closed and, where possible, windows open for at least 30 minutes prior to thoroughly cleaning.
- CCI is requiring masks to be worn by all staff at all times other than breaks, and face covering will be worn by those attending the program whenever possible. Exceptions for wearing face masks or coverings include situations that may inhibit an individual from wearing a face mask safely.
- In person meetings are to be avoided. Google meet, zoom, or other teleconferencing outlets, email, and the phone are to be used whenever possible for remote meetings as well as when people are in the same building. If anyone must meet in person, it is required that individuals maintain a personal distance of 6 feet.
- CCI does not allow for staff and others to congregate in any area of the facility and will ensure social distancing guidelines are utilized when taking meal and other breaks.
- Vendors will practice contactless deliveries of PPE and other supplies whenever possible in a vestibule or other safe location that does not involve going into any program space. If a vendor must enter the program (for emergency repairs) they must have their temperature taken, wear a mask and gloves, and answer the health screening questions stated above.
- Staff have been advised to think carefully if planning on traveling out of their local community, including the need to self-quarantine for 14 days if travelling to areas in which Covid-19 is spreading.

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