



Intellectual and Developmental Disabilities Addendum Pandemic Planning and Response Guidelines

Coronavirus Disease 2019 (COVID-19)

March 20, 2020 Edition

Recommendations on addressing COVID-19 are rapidly changing across the country. This addendum will remain fluid and be updated as necessary.

Contents

OVERVIEW	OVERVIEW	2
SECTION 1	CONCEPTS DAY PROGRAMS	3
SECTION 2	RESIDENTIAL PROGRAMS	3
SECTION 3	LIFESHARING	4
SECTION 4	IN HOME PROGRAMS	4
SECTION 5	MOBILE/BEHAVIORAL HEALTH SERVICES	5
SECTION 5	GENERAL ISSUES	5

The contents of this document are provided for reference and subject to modification by the CSG Virus Response Team at any time. This content should be referenced in combination with the overarching *CSG Pandemic Planning and Response Guidelines*. Decisions are fluid. Staff must keep up-to-date with decisions made (and changed) and follow all guidelines provided. Questions should be directed to supervisors who will address them with the Centers of Excellence, Virus Response Team, and Executive Leadership Team.

OVERVIEW

Community Services Group supports individuals who are vulnerable to respiratory illness due to mental illnesses, intellectual and developmental disabilities, co-morbidities, and communal living environments that can spread respiratory agents. Employees must prepare now, even if COVID-19 has not arrived in the communities where we operate. Through education and the implementation of best practice guidelines, we can already reduce working days lost due to illness and stop or slow the spread of COVID-19 if it arrives at one of our locations. An important thing to keep in perspective is coronaviruses are not uncommon. Our response follows guidance from the CDC, PA Department of Health, and the other agencies and payers involved in our services.

This addendum supports the overarching *CSG Pandemic Planning and Response Guidelines* and should be used in conjunction with that plan. All guidelines will remain in compliance with The Centers for Disease Control and Prevention, the Pennsylvania Department of Health, and CSG policies and procedures.

Signature Capture Change in Policy – Covid-19 Response

In response to the current COVID-19 outbreak and following advice provided by the Center for Disease Control (CDC) and the PA Department of Health (DOH) to minimize risk and exposure and in order to protect both our customers and employees as much as possible, CSG will no longer require individuals receiving services, family members, guardians, and/or other treatment team members to sign documents via pen or electronic touchscreen/stylus. CSG staff will instead log the name of the person verifying services or providing permission or agreement to the document.

CONCEPTS DAY PROGRAMS

- Concepts Day Programs are currently closed. Managers and supervisors are addressing the reassignment of staff to residential programs.

RESIDENTIAL PROGRAMS

- All residential programs are following guidance from the Pennsylvania Office of Developmental Programs. All updates and guidance from ODP are available at <https://www.myodp.org/mod/page/view.php?id=26808>.
- Staff will ask families to not take individuals home at this time.
- Visits to residences by non-CSG employees are not permitted as of March 18, 2020. Those who do visit should be asked the following screening questions before admittance:
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- Resident's displaying signs and symptoms of COVID-19 will be isolated. If a resident contracts the COVID-19 virus:
 - The resident will be isolated in his/her bedroom. The bathroom will be cleaned after each use. If there is more than one bathroom in the home, one should be designated specifically for the use of the person who is isolated.
 - Meals, medications, and other items will be provided to the resident in his/her bedroom.
- Staff displaying signs and symptoms of COVID-19 will be isolated. CSG continues to develop protocols for staff who become ill or infected with COVID-19.
- Consultants have been notified to do phone consultations rather than face-to-face consultations in homes.

LIFESHARING

- Lifesharing providers have been notified that they should follow all the guidelines and requirements of CSG, local and state governments, the Centers for Disease Control and Prevention (CDC), and the Pennsylvania Department of Health regarding the pandemic and universal precautions.
- Lifesharing providers should discourage visitors to their homes and limit community activities for individuals in service.
- Lifesharing providers must notify CSG if any family member displays signs and symptoms of COVID-19 as the individual(s) may need to be removed from the home or isolated as per medical guidelines.
- Monitoring visits will occur by CSG staff as required by regulation. Staff will inform the lifesharing provider that they have been screened through these questions before entering the home:
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19?
- Staff will call before making a monitoring visit to verify the health status of the individuals in the home through use of the screening questions identified by the CDC and noted above.

IN HOME SERVICES

- Staff will continue to provide services to individuals who live alone and do not have other staff support. For safety, screening questions are asked and clarified before visits.
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- Services to individuals living with family members have been suspended until April 3, 2020. Telephonic contact with these families will be made twice weekly to assure that there are no identified needs to address and that the individual is able to maintain at home without face-to-face services.
- Exceptions can be made based on need. Staff should report concerns and issues to managers and supervisors who will make decisions on exceptions.

MOBILE/BEHAVIORAL HEALTH SERVICES

- Clinicians have been discouraged to go into other agencies, homes, or other environments to see individuals until April 3, 2020.
- Visits will be made available through telephone, Facetime, and other electronic means.
- In critical situations, mobile and behavioral health staff will be reassigned to residential programs for support.

GENERAL ISSUES

- Staff will work with managers and supervisors regarding screening. Questions should be asked whenever staff report for work. Staff who have been exposed to COVID-19 should not report to work.
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- If the COVID-19 exposure happens at work, staff MAY be able to file for Workers' Compensation. Information about Workers' Compensation exposure at work can be found from the Pennsylvania Office of Unemployment Compensation "[Covid-19 and Worker's Compensation Frequently Asked Questions](#)."
- Admission to programs will be processed and dependent on program status. All individuals will be screened using the three questions recommended by The Centers for Disease Control and Prevention. For reference, those questions are:
 - Has the individual experienced any international travel within the last 14 days to restricted countries? For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>.
 - Does the individual exhibit any signs or symptoms of a respiratory infection, such as a fever, cough, and sore throat?
 - Has the individual had contact with someone with or under investigation for COVID-19.
- Temperatures of staff and residents are taken on a regular basis. Staff who have a temperature exceeding 100 degrees Fahrenheit will be sent home.