



Mental Health Services Addendum Pandemic Planning and Response Guidelines

Coronavirus Disease 2019 (COVID-19)

March 19, 2020 Edition

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

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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 the environment of communal living facilitates 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 (CDC), the Pennsylvania Department of Health (PA DOH) 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 clients, 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.

CHANGES ACROSS ALL MENTAL HEALTH SERVICES

The following actions should be taken across all CSG Mental Health Services:

- At this time, all outings have been suspended in an effort to support social distancing and slow the spread of COVID-19.
- Programs that are open will continue referral and admission processes, but will screen new admissions using the three questions recommended by The Centers for Disease Control and Prevention (CDC). 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.
- Staff who have been exposed to COVID-19 should not report to work.
- 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](#)."
- There may be changes in staff deployment based on coverage needs. Managers and supervisors will make those decisions. Employees will be provided with as much notice as possible.
- If a program is closed, employees may be shifted to other programs needing staff or assist in other programs with out of house needs (e.g. grocery shopping).

CHANGES TO CLUBHOUSE, PSYCHIATRIC REHABILITATION, AND SOCIAL REHABILITATION PROGRAMS

- At this time all CSG clubhouses, site based psychiatric rehabilitation programs and social rehabilitation programs are "closed" through March 27th at which point the status will be re-assessed.
- Staff will remain on site at the program so if any members/individuals arrive at the program their needs can be addressed.
- Staff will be providing 1:1 services to members/individuals telephonically to offer support, discuss individual rehabilitation plans, help structure their day and work through any issues the person may be experiencing.
- Staff will mail letters/postcards to those who do not have the internet.
- A form is being completed for approval of delivery of services telephonically.

MENTAL HEALTH RESIDENTIAL PROGRAMS

- At this time, ALL visitors to residential programs have been suspended.
- All individual visits to family and friends have also been suspended at this time.
- Take temperatures of staff and residents on a regular basis. Staff who have a temperature exceeding 100.4 degrees Fahrenheit will be sent home.
- Staff will do their best to run errands for residents (e.g. purchasing cigarettes).
- Staff will not transport those being admitted.
- 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.
 - Other residents in the facility will not attend day programs outside the facility.
 - Meals, medications, and other items will be provided to the resident in his/her bedroom.
 - Before leaving the residence, staff will shower and change clothes.
- Staff will call ahead for any appointment that is community-based to alert the provider that the individual is symptom free. If on arrival at the appointment and it is confirmed that the individual is symptomatic, they will cancel the remainder of the appointment and leave the premises. Questions to be asked in making determinations 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.

COMMUNITY-BASED SERVICES

- For services, where it is applicable, the form is being completed for approval for the delivery of services telephonically. Whenever possible, services will be provided telephonically.
- Staff will remain in contact with each of their individuals prior to their scheduled appointment and will ask the following questions to determine how the scheduled appointment will be handled:
 - 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 symptom free and the individual wants the appointment to occur face-to-face that is how the staff will proceed. If they arrive at the appointment and the individual does have symptoms the appointment will be cancelled with the potential to reschedule to do it telephonically.