



Mental Health Services Addendum Pandemic Planning and Response Guidelines

Coronavirus Disease 2019 (COVID-19)

June 12, 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 | CHANGES ACROSS ALL MENTAL HEALTH SERVICES | 3 |
| SECTION 2 | CHANGES SPECIFIC TO CLUBHOUSES, PSYCHIATRIC REHABILITATION, AND SOCIAL REHABILITATION | 3 |
| SECTION 3 | CHANGES SPECIFIC TO MENTAL HEALTH RESIDENTIAL PROGRAMS | 4 |
| SECTION 4 | COMMUNITY-BASED SERVICES | 4 |

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. We will continue with this practice during the transition to reopening as well.

CHANGES ACROSS ALL MENTAL HEALTH SERVICES

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

- 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:
 - Have you washed your hands or used alcohol-based hand rub/sanitizer on entry?
 - YES / NO – If no, please have them to do so immediately after successfully completing the screening. Proceed to the next question.
 - Do you have any of the following symptoms?
 - Fever
 - Sore throat
 - New or unexplained Cough
 - Shortness of breath
 - If YES to any of the above, employee will not be allowed to enter. Advise the employee to GO HOME, self-monitor as per CDC guidelines, and consult with their PCP. Based on that consultation and any further guidance/testing/suggestions, return to work options will be discussed with the supervisor.
 - If NO to all of the above, proceed to next question
 - Check the employee's temperature
 - Fever (defined as temperature greater than or equal to 100.4 degrees Fahrenheit) present?
 - If YES, employee will not be allowed to enter. Advise the employee to GO HOME, self-monitor as per CDC guidelines, and consult with their PCP. Based on that consultation and any further guidance/ testing/ suggestions, return to work options will be discussed with the supervisor.
 - If NO, proceed to next question
 - Have you had contact with someone with COVID-19 or under investigation for COVID-19 ("under investigation" means a COVID-19 test has been administered but waiting for results)
 - If YES, refer to CDC guidelines for asymptomatic health care personnel risk stratification (table 1). Discuss with your supervisor for further guidance.
 - NO, proceed with daily shift using universal precautions and social distancing, and use of PPE per CDC guidelines.
- 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, VR AND SOCIAL REHABILITATION PROGRAMS

Red Phase

- At this time the clubhouses, site based psychiatric rehabilitation programs and social rehabilitation programs in Lancaster, HMJ and Schuylkill remain closed. They will remain closed until those counties are moved into the yellow phase.
- 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.
- The site based psychiatric rehabilitation programs in Northumberland County will reopen in a limited capacity on May 11th and in Centre County on May 13th in a limited capacity.
- The clubhouses in Lycoming/Clinton and Northumberland Counties will reopen in a limited capacity on May 18th.

Yellow Phase

- Programs will open in limited fashion
- All staff will be screened
- All individuals will be screened prior to entering the program
- All staff and individuals will wear masks at all times
- Groups will be limited to 10 including staff and individuals
- Social distancing guidelines will be followed at all times
- Staff will continue providing 1:1 services to members/individuals telephonically both for those attending in person (those attending will be attending only 1 day a week) as well as those who will not yet be returning to the program in person.
- Intakes will occur on a limited basis
- For Clubhouses socials remain suspended

Green Phase

- The programs will slowly increase the number of individuals attending
- Site Based PR will slowly increase the length of the programming day
- All staff and individuals will wear masks at all times when social distancing is not possible
- All individuals meeting in person will receive a health screening, wear a mask at all times, and be seated with 6-feet in between each person. (staff and individuals may discuss comfort with not wearing masks during group when seated 6 feet apart- if all agree, masks will be worn only when in areas where social distancing not able to occur)
- Social distancing guidelines will be followed
- Some telehealth services will continue
- Intakes will continue
- Socials will gradually resume at some point during the green phase

MENTAL HEALTH RESIDENTIAL PROGRAMS

Red Phase

- 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.
- If a family member or friend insists upon taking a resident home or a resident insists on leaving the program, they will be told that the resident may not return to the CSG home until further notice.
- Take temperatures of staff and residents on a regular basis. Staff who have a temperature exceeding 100 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 essential 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.

Yellow Phase

- Continue all staff and resident screening
- All individual visits to family and friends remain suspended
- Continue screening of all essential visitors
- Prior to admission a COVID 19 test will be requested as well as 14 days of temperature results
- Leaving the residence for non-essential reasons will continue to be discouraged; staff will continue to run errands for the residents

Green Phase

- Individuals can return to programs if programs are open/following all program guidelines

- Staff will work 1:1 with individuals regarding the risk involved in resuming activities outside the residence and all of the factors that should be considered in determining what activities to resume and when
- Individuals can go into the community following all CDC/DOH guidelines including wearing masks and social distancing
- Every time someone enters the home their temperature will be taken and they will be asked the questions
- Visiting family and friends will be handled on an individual basis
- Visitors will be allowed with screening, masking and social distancing occurring, visits must be scheduled
- Prior to admission a COVID 19 test will be requested as well as 14 days of temperature results
- Transporting will occur on an as needed basis with social distancing, masking and frequent sanitizing occurring
- Mealtimes will continue in split shifts to allow for social distancing

COMMUNITY-BASED SERVICES

Red Phase

- The majority of services are being provided telephonically.
- If symptom free and the individual wants the appointment to occur face to face and staff feel it is necessary that is how the staff will proceed. Prior to the appointment the staff will ask the following questions:
 - 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 answer is no to the above questions the face-to-face appointment can proceed.
- If the staff arrive at the appointment and the individual does have symptoms the appointment will be cancelled with the potential to reschedule to do it telephonically.

Yellow Phase

- Staff will be providing 1:1 services to members/individuals telephonically.
- If there is an urgent situation staff may meet with a member/individual face-to-face following all universal precautions as well as masking and maintaining social distancing

Green Phase

- All staff and individuals will wear masks at all times when social distancing is not possible
- All individuals meeting in person will receive a health screening
- If the staff is comfortable, he/she can offer to the individual to remove the mask while meeting while maintaining social distancing.. Both parties must be comfortable to remove masks, otherwise, both parties must keep them on.
- Face-to-face interactions will resume in a more routine fashion

- When providing transportation the individual will sit in the backseat on the opposite side of the car as the driver, the vehicle will be sanitized before and after the transport
- Some telehealth services will continue
- Intakes will continue