



Intellectual and Developmental Disabilities Addendum Pandemic Planning and Response Guidelines

Coronavirus Disease 2019 (COVID-19)

July 23, 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 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.

Wearing a Mask - Effective July 1, 2020

In accordance with the directive of the PA Office of Developmental Programs, CSG employees who work in IDD services and programs are required to wear a mask or face covering during the entirety of service provision, in addition to following all infection control guidelines.

Wearing a facemask is required in order to stop the spread of COVID-19 and to protect the health and safety of individuals receiving services as well as CSG employees.

CSG employees are ultimately responsible to follow all guidelines and safety measures in order to protect the health, safety and welfare of individuals who receive services.

CONCEPTS DAY PROGRAMS

Concepts Day Programs will reopen on August 3, 2020, with reopening plans in place approved by Counties and risk assessments completed for each individual in service. Services will be provided in the facility at reduced capacity and in the community as requested and appropriate for the program participants. Remote services will be offered to those preferring this method.

TRANSPORTATION

Transportation provided by CSG to and from the day program locations will resume on August 3rd. No more than 4 individuals will be in a vehicle, including the driver. Everyone on the vans must wear a mask during the trip. Individuals will have their temperature taken prior to getting on the vans, and will have to answer the screening questions. Anyone with an elevated temperature or answering yes to screening questions will not be able to ride on the van.

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>.

CSG has an updated visitation policy for individuals in community home residential services. Behavior Specialists, and consultants to the homes may provide services in person as long as the screening process is followed. Revised visitation policies follow below.

Visitation to individuals at the residential homes from friends and family is allowable.

- Visits will be limited to up to 60 minutes if they are taking place indoors, but visits in outdoor areas could be as long as 2 to 3 hours. This will depend on the individual's tolerance and taking into account risk factors. Families are asked to keep their visits to one time per week; however, additional visits could be arranged if requested by the individual or family and the team agrees there is minimal risk.
- Two visitors will be permitted inside the home at one time, for one individual at a time. It would be appreciated if family members call in advance to schedule their visits. This way CSG staff can manage any schedule conflicts.
- Four visitors are permitted at one time for outside visits.

- If there are individuals that are considered to be at high risk living in the home, visitations for other individuals will be set up in a room separate from that individual in the risk category.
- All visitors inside the home must wear a face mask or face covering that covers the mouth and nose.. If the family member and individual visit in the privacy of their bedroom, face masks do not have to be worn.
- When visiting outdoors, family and friends should maintain a physical distance of at least 6 feet between each other, when possible, and would not have to wear a mask. If staff are present during the visit to support the individual, they must wear a mask.
- All visitors will be screened at the front entrance of the home.
 - Visitors will have their temperature taken. If it is 100.0 or higher they will not be permitted to enter the home or visit outside of the home and this will be documented.
 - Visitors will be asked if they have exhibited any symptoms of COVID including:
 - Fever
 - Sore throat
 - New or unexplained Cough
 - Shortness of breath or other respiratory symptoms
 - New loss of sense of smell or taste, constant shaking with chills, body aches, muscle pain, headaches, diarrhea, nausea or vomiting
 - If YES to any of the above, visitors will not be allowed to enter the home.
 - 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, visitors will not be allowed to enter the home.
 - All visitors must wash their hands or use hand sanitizer immediately upon entry to the home.

Visitation outside of the Residential home is allowable.

- Individuals may visit family members or friends outside of their home. CSG is not placing time limits on visits but will focus on the planned activities during the visit and who will be involved.
- We ask family members and friends to take personal responsibility for their visitation plans and behaviors in order to minimize potential exposure to COVID. CSG has an obligation to provide a safe environment for our employees and individuals in our services. In order to meet this obligation CSG staff at the home should ask more questions than they usually would about the plans. Our intention is to not pry or judge your personal plans, but rather to ensure health and safety measures and to not place anyone at risk upon return.
- CSG will screen each family member or friend who may come to pick up the individual. If they have an elevated temperature or answer yes to any of the screening questions the visit will be cancelled. CSG asks family members to be responsible for screening other family members who may have contact with the individual during their visit outside of the CSG home. If anyone responds yes to a screening question, the visit should be cancelled, and the individual needs to return to the CSG home.
- Upon return to the home, staff need to verify with the family that other people involved in the visit were asked the screening questions.
- CDC recommends staying home as much as possible, especially if traveling or going into the community for extensive periods of time are not essential to the visit.
- Family members and friends must practice physical distancing, wear a mask and follow universal precautions; frequently wash hands, and sanitize and clean the environment before and during the visit.
- Many individuals will need assistance and instructions on following safety precautions and will need encouragement to wear masks when in public.
- Family members and friends should monitor themselves and individuals for COVID symptoms for the duration of the visit.
- All individuals will be screened every time they leave their home and when they return, regardless of destination or duration.

Travel

- Requests to travel with individuals may be considered. Before arrangements are made, there needs to be a conversation between the CSG supervisor and a family member about the following:

- Where are you planning to travel and what do you plan to do?
 - Are you planning to wear a face mask?
 - Are you planning to practice social distancing?
 - Are you planning to wash your hands or sanitize frequently?
 - Will you be staying away from crowded public places?
 - Will you limit your activity to small gatherings that practice universal precautions?

Upon return to the home, CSG staff will complete the temperature and screening questions for the individual and family entering the home. CSG staff also will ask for confirmation of the activities that occurred while away and that all prevention measures were followed. This is necessary to determine if the individual will need to be isolated from others at the home.

The visitation policy may be modified based on future changes to information issued by the PA Department of Health or the Office of Developmental Programs.

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 may have visitors to their homes and resume community activities for individuals in service, as appropriate for each individual based on their needs, preferences, and current pandemic guidelines. For visitation in the home, all guidelines must be followed with regard to screening. Follow the screening guidelines below.
- 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:
 - 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
 1. 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.
 2. 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?
 1. 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.
 2. 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 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.
- For safety, screening questions are asked and clarified before face to face visits.
 - 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.
- Services to individuals living with family members are currently occurring in person as requested. All of the above screening questions will be asked prior to the start of service provision. Services can continue to be offered remotely in the green phase if requested and if it helps to maintain health and safety of the individuals.
- 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 resumed providing face to face services, and will follow the pandemic guidelines established by the provider agency where they are offering services. For services in a family's home, CSG clinicians will adhere to our guidelines on screening and safety practices.
- Service will continue to be 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.
 - 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.
- 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:
 - 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.
- Temperatures of staff and residents are taken on a regular basis. Staff who have a temperature exceeding 100.4 degrees Fahrenheit will be sent home.