



Mental Health Treatment Addendum Pandemic Planning and Response Guidelines

Coronavirus Disease 2019 (COVID-19)

December 14, 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	OUTPATIENT
SERVICES.....				3 SECTION 2
PARTIAL HOSPITALIZATION PROGRAMS.....				4
SECTION		3		CASE
MANAGEMENT.....				4
SECTION		4		CHILDREN'S
SERVICES.....				5

The contents of this document are provided for reference and subject to modification by the CSG Virus

Response Team at any me. 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.

*CSG Mental Health Treatment Pandemic Response Guidelines
Coronavirus Disease 2019 (COVID-19)
December 15, 2020 Edition
Page 1*

OVERVIEW

Community Services Group supports individuals who are vulnerable to respiratory illness due to mental illnesses, intellectual and developmental disabilities, comorbidities, 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, 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 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.

Screening

Staff, individuals and visitors will be screened using the questions below. Screening processes may vary by site. Some locations will self-screening questions and thermal scanners, while other sites will have staff manually taking temperatures and asking questions of those wanting to enter. The process will be based on the site's needs and regulations that govern programs at the location. Details can be found in each Center of Excellence's documentation.

Regardless of the screening process and location, staff, individual or other visitor wanting to enter a CSG office or ambulatory care setting will be asked if any of the following questions apply to them:

1. You are currently diagnosed with COVID-19, have a test pending for COVID-19, or been told by a medical provider that you may or do have COVID-19.
2. You have had close contact with an individual infected with COVID-19 within the last 10 days.
3. You have had close contact within the last 10 days with an individual suspected of being infected with COVID-19, including individuals exhibiting COVID-19 symptoms.
4. You are currently experiencing, or have experienced in the past 10 days, new or worsening:
 - a. Fever equal to or higher than 100.0 degrees Fahrenheit

- b. Cough
 - c. Shortness of breath
 - d. Sore throat
 - e. Chills
 - f. Repeated shaking with chills
 - g. Body aches
 - h. Muscle pain
 - i. Headache
 - j. New loss of taste or smell
 - k. Diarrhea
 - l. Nausea or vomiting
 - m. Runny nose
5. You have traveled to a country, state or other area that is a "hotspot" or under a travel advisory by the PA Department of Health.

If the answer to any of the questions is affirmative, the person will not be allowed to enter and will be asked to contact their supervisor, the person they were scheduled to meet with, and/or other contact person they may have. CSG will follow CDC and PA DOH guidelines for anyone who responded affirmatively to a question.

For individuals living in residential programs, they will be screened by staff on an ongoing basis using the same set of questions as amended for a residential setting. Staff will follow CDC and PA DOH guidelines for anyone who responded affirmatively to a question.

Staff who work in the community or transport individuals can also utilize the same questions before beginning services.

OUTPATIENT SERVICES

Outpatient offices will be staffed and open for appointments as arranged by prescribers and Clinicians. In person services will be delivered while maintaining social distancing and masking guidelines at all times.

- The measurement of vital signs at medical check appointments have been suspended unless deemed medically necessary.
- Clozaril clinics and those requiring other medications by injection will be in person visits.
- As appropriate, all other services will be provided via televideo platforms, or telephonically when televideo is not an option, for those individuals with Medical Assistance, Medicare, county, and private payers that will reimburse such services. If clinically necessary, in-person services will be provided.
- School-based Outpatient clinicians will follow the guidance of the district they work in regarding in-person or remote.
- Clients attending in-person appointments will be limited to one additional guest i.e. parent, case manager.
- Following in-person sessions, offices must be wiped down prior to the next in-person session.

PARTIAL HOSPITALIZATION PROGRAMS

- Partial Hospitalization Program groups are provided through both telehealth and in-person depending on the location. Individuals will join groups with audio and video access. For those

without video access, program staff will connect with them the number of times per week that they would have attended the group.

- All sessions/contacts will be documented.

CASE MANAGEMENT

- Targeted Case Management (TCM) will provide a Hybrid of telehealth and face to face as permitted by other providers and based on individual needs.
- TCM will continually assess which individuals have medically necessary and other essential appointments. Those appointments will be a priority.
- TCM will coordinate and/or provide transportation with other support providers for medically necessary appointments for individuals showing no signs of COVID-19.
- Internal guidelines are in place for TCM around those tasks that can be completed independently and with individuals by telephone/telehealth.
- TCM will meet with individuals/providers face to face as appropriate following masking and social distancing protocols.

CHILDREN'S SERVICES

- After school program groups will be offered via telehealth while in substantial phase; with shorter duration than typical face-to-face groups. In addition, staff will make one-to-one contacts with each family. Total contacts, including group participation and one-to-one contacts, will not exceed authorized days of service per week for each child. For example, if the child was scheduled five (5) days per week, the child may opt to attend group via telehealth three (3) days per week and staff will make two (2) one-to-one contacts that same week on the days the child does not participate in a telehealth group. During non-substantial phase, After School program will operate as follows:
 - transportation: 2 children per van, screening questions per pickup (temp before going on van). 4 vans a day.
 - 3 groups to maintain distancing in classrooms
 - Eliminate snack; provide meal
 - Masks worn at all times by children and staff
 - Continue regular handwashing, wiping services, etc per guidelines.

- High Risk Therapeutic Staff Support Services (TSS) will continue if families and staff are healthy and willing to do so.
- Family Based Mental Health Services (FBMHS), Juvenile Fireseer Assessment Consultation Treatment Service (JFACTS), Mobile Therapy (MT), Behavior Specialist Consultation (BSC), Community Residential Rehabilitation – Host Home (CRR-HH) will provide a hybrid model of telehealth and face-to-face meetings.
- Blend of face to face with telehealth
 - FBMHS: will not transport
- Host Home Intensive Treatment Program (CRR-HH/CRR-ITP)
 - Provide a hybrid of telehealth and in-person as appropriate
 - Resume in-home safety checks following CDC/DOH guidelines, including screening questions, use of masks.
 - Continue to resume supervised child/natural family visitation per court order following CDC/DOH guidelines.
 - Follow guidelines for offices in order to conduct team meetings-screening attendees, practicing social distancing, wearing masks, and utilizing hand sanitizer. Continue to provide options for attendees to participate via telehealth.
 - Admissions for Host Home/ITP will continue for children with documentation of negative COVID-19 test and no exposure to anyone else with a positive COVID-19 diagnosis at least 14 days prior to admission.
 - Staff will follow CDC/DOH/CSG guidelines for all transports.