



# **COVID-19 Pandemic Policy and Planning Guidelines**

December 27, 2020

Recommendations on addressing COVID-19 are rapidly changing. This guide will remain fluid and be updated as necessary. This Pandemic Policy supersedes all other CSG Policies during the time period of March 18, 2020- present.

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# OVERVIEW

## Introduction

This document outlines Community Services Group's (CSG) response to the COVID-19 pandemic. The overarching goal is to protect the health and well being of CSG employees and the individuals in our programs. CSG services are essential and must continue. Many Individuals are vulnerable to respiratory illness due to mental illnesses, intellectual and developmental disabilities, co-morbidities and the environment of communal living where respiratory illnesses can be easily spread.

CSG followed Center of Disease Control (CDC) and the Pennsylvania Department of Health (PA DOH) guidance and recommendations in developing this Plan and will continue to do so as the pandemic evolves. The Plan is intended to provide employees with an understanding of how CSG is responding to the pandemic and assist each Center of Excellence (COE) in the development of specific guidelines for their programs. **The Plan is primarily written for the most restrictive phase. Restrictions will be eased as programs as conditions allow, following CDC and PA DOH guidelines; restrictions may also be reinstated as warranted.**

In addition to following CDC and PA DOH guidelines, CSG will work with state agencies (such as ODP and OMHSAS), counties and payers for additional guidance specific to CSG services. Through education and the implementation of best practice guidelines, we can protect staff and individuals in service, reduce working days lost due to illness and stop or slow the spread of COVID-19. CSG pandemic related policies are based on CDC and PA DOH guidelines as well as guidance from ODP, OMHSAS, counties and payers. All staff are expected to follow CSG COVID policies and best practices.

## Personal Protection: What You Should Do Now

CDC and PA DOH guidelines emphasize universal precautions at work and home to make them as safe as possible. You should follow these precautions in your personal and work time to protect your health and those around you.

- **Follow recommendations from CDC and PA DOH.** CDC and PA DOH are trusted sources of COVID-19 information. Just as CSG relies on information from the CDC and PA DOH, you should as well. PA DOH guidance is often communicated by the Governor's Office.
- **Follow universal precaution at home and at work, including**
  - **Frequent hand washing.** Use an alcohol-based hand sanitizer that contains at least 60% alcohol or wash your hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.
  - **Practice social distancing and use face masks as directed.** When you go out for work or essential functions like going to the grocery store, keep a distance of **6 feet** from others as much as possible.
  - Use **ONLY** your knuckle to touch light switches, payment systems (check out /ATM) buttons, touchscreens etc. Lift the gasoline dispenser with a paper towel or use a disposable glove. Keep a bottle of sanitizer in your car for use after getting gas or touching other contaminated objects when you can't immediately wash your hands.
  - **Routinely clean** all frequently touched surfaces in the workplace, such as reception areas, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
  - **If you are sick**, stay home. Avoid close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing. Notify your supervisor or program manager if you are not feeling well.

- **Make sure you have all your medications stocked**, preferably a few months' worth if you can.
- **Make sure your contact information is correct in iSolved.** Contacting employees by text may become crucial.
- **Get your flu shot.** If you have not already done so, get a flu shot for this and every season. While the flu vaccine may not be 100% effective against the flu, it confers some protection. You don't need to be fighting a war on two fronts.
- **Stop smoking or vaping.** Reports seem to indicate the illness and mortality rate is much higher in smokers than non-smokers.
- **Stock up with some non-perishable foods**, such as canned soup, noodles, hydrating fluids, etc. in case the grocery stores are empty due to either panic buying or supply chain interruptions.

## Take Care of Your Mental Health and Wellbeing

A message from Adam Biuckians, MD, CSG Medical Director:

During times of extreme stress and uncertainty, such as what we as a community are facing now with coronavirus (COVID-19), I believe it is of utmost importance to remind ourselves to attend to, and take care, of our mental health and wellbeing. Practicing self-care sustains our ability to care for those in need. In support of this, I'd like to review some strategies for sustaining our own wellbeing:

- **Meet Basic Needs.** Be sure to eat, drink, and sleep regularly. Depriving ourselves of these needs puts us at risk and may also compromise our ability to care for patients.
- **Take Breaks.** Whenever possible, we should allow ourselves to do something unrelated to work that we find comforting, fun, or relaxing. Taking a walk, listening to music, reading a book, or talking with a friend can help. Some people may feel guilty if they are not working full time or are taking time to enjoy themselves when so many others are suffering. Recognize that taking appropriate breaks improves our care of others.
- **Connect with Colleagues and Co-Workers.** Talk to and receive support from one another. Infectious outbreaks can isolate people in fear and anxiety. It helps to tell our story and listen to others'.
- **Communicate Constructively.** We should communicate with each other clearly and in an optimistic manner. We should identify mistakes or deficiencies in a constructive manner and correct them. Complement each other—compliments can be powerful motivators and stress moderators. We should share both our frustrations and our solutions. Problem solving is a skill that often provides a feeling of accomplishment, even for small problems.
- **Contact Family.** Contact loved ones, if possible. They are an anchor of support outside of work. Sharing and staying connected may help them better support us.
- **Respect Differences.** Some people need to talk while others need to be alone. Recognize and respect these differences in ourselves, our clients, and our colleagues and co-workers.
- **Stay Updated.** Rely on trusted sources of information. Participate in meetings to stay informed of the situation, plans, and events.
- **Limit Media Exposure.** Graphic imagery and worrisome messages will increase our stress and may reduce our effectiveness in our work and our overall wellbeing.
- **Self Check-Ins.** We should monitor ourselves over time for any symptoms of depression or a stress disorder: prolonged sadness, difficulty sleeping, intrusive memories, hopelessness. Talk to a peer, supervisor, or seek professional help if needed.
- **Honor Your Service.** Remind yourself that despite obstacles or frustrations, we are working together to fulfill a noble calling—taking care of those most in need.

## LEADERSHIP AND COMMUNICATION

### Executive Leadership Team (ELT)

ELT is CSG's senior leadership team and responsible for organization wide decision making. During the pandemic, ELT will communicate information and decisions as quickly and as frequently as possible through CSG Connect and through COE leadership. ELT's focus is to ensure that essential services continue while protecting the health and wellbeing of staff and individuals in our services. ELT members are:

- Susan Blue, President and CEO
- Mindy Beamesderfer, Chief Information Officer
- Rejean Carlson, Chief Financial Officer
- Bruce Cohen, Vice President Strategy and Innovation
- Jan Hartle, Vice President of Processes and Human Resources
- Barbara Kettering, Chief Clinical Officer
- Peg Van Schaick, Vice President of Intellectual and Developmental Disability Services
- Julie Weaver, Vice President of Mental Health Services

### Medical Advisory Group

ELT formed the Medical Advisory Group to advise ELT on CDC, PA DOH and other guidelines, how to safely operate during the pandemic, processes to implement guidelines and circumstances unique to CSG not found in the guidelines. Team members are also available to consult with programs regarding COVID-19 exposures and train staff as needed. Members are:

- Adam Biuckians, MD, Medical Director
- Susan Blue, President and CEO
- Bruce Cohen, Vice President Strategy and Innovation
- Jeni Dames, RN, BSN, Health Services Coordinator I, Intellectual & Developmental Disabilities
- Christi Owen, LPN, LSW, Clinical Coordinator, Mental Health Services
- Patti Stripling, RN, Health Services Coordinator II, Mental Health Treatment
- Peg Van Schaick, Vice President of Intellectual and Developmental Disability Services
- Brad Weaver, Purchasing Manager
- Julie Weaver, Vice President of Mental Health Services

### Communication Plan

The goal is to communicate frequently to ensure that all employees are aware of issues and decisions related to the pandemic, universal precautions and self-care/support for employees. CSG Connect is the primary mode of communication for ELT and the Medical Advisory Group, including sliders to highlight new information, announcements and a dedicated COVID-19 page. The COVID-19 page includes all ELT and the Medical Advisory Group communications; Tips, Tricks and Resources; Poster and Flyers; and COVID Above & Beyond Awards. Information and decisions that pertain to specific COEs or programs will be cascaded through leadership channels.

## GENERAL INFORMATION ABOUT COVID-19

### What is a Pandemic?

Pandemic refers to the occurrence, two to three times per century, of a novel infection that circulates around the globe. It is a disease that has spread widely across geographic regions. It has nothing to do with how many people actually get sick, how severe their sicknesses are, or how many people die. There have been three influenza pandemics in the 20th century, of varying degrees of severity – the Spanish Flu of 1918/1919, the Asian Flu of 1957/1958, and the Hong Kong Flu of 1968/1969. The 21st Century saw its first influenza pandemic in April 2009 (H1N1), originating in Mexico and spreading around the world a month later and in December 2019, COVID-19 originating in China.

### Coronaviruses

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). [Coronavirus disease \(COVID-19\)](#) is a new strain that was discovered in 2019 and has not been previously identified in humans.

Coronaviruses are zoonotic, meaning they are transmitted between animals and people. Detailed investigations found that SARS-CoV was transmitted from civet cats to humans and MERS-CoV from dromedary camels to humans. Several known coronaviruses are circulating in animals that have not yet infected humans. Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and breathing difficulties. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

### How COVID-19 Spreads

COVID-19 is thought to spread mainly through close contact from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- COVID-19 may be spread by people who are not showing symptoms.
- It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads. We continue, however, to learn more about how this virus spreads.

### Infectious Period

The time from exposure to symptom onset (the incubation period) is thought to be 2-14 days, though symptoms typically appear within four or five days after exposure. A person with COVID-19 may be contagious 48 to 72 hours before starting to experience symptoms. Emerging research suggests that people may actually be most likely to spread the virus to others during the 48 hours before they start to experience symptoms.

### Symptoms

People with COVID-19 have a wide range of symptoms, ranging from mild symptoms to severe illness. Symptoms may appear 2-14 days after exposure to the virus and include new or worsening

- Fever

- Cough
- Shortness of breath or difficulty breathing
- Diarrhea
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

The CDC notes emergency warning signs for COVID-19 and recommends immediate medical attention if any of the following are noted:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

It can be difficult to determine if a person may have been exposed to or developed COVID-19 or whether symptoms are from a cold, flu, or allergies. The following chart provides assistance. The CDC notes that significant symptoms one should be aware of are fever, sore throat, cough, and shortness of breath.

### Flu or COVID-19, can you tell from the symptoms?

	COVID-19	Cold	Flu	Allergies
 Fever	Often	Rare	Often	
 Fatigue	Often	Sometimes	Often	Sometimes
 Dry cough	Often		Often	Sometimes
 Shortness of breath	Severe			Sometimes
 Cough	Often		Sometimes	Sometimes
 Soreness	Sometimes	Rare	Often	
 Sneezing		Often	Sometimes	Often
 Runny nose	Sometimes		Sometimes	Often
 Stuffy nose		Often	Sometimes	Often
 Watery eyes				Often
 Sore throat	Sometimes	Often	Sometimes	
 Diarrhea	Sometimes		Rare	

Severe
  Often
  Sometimes
  Rare

# PANDEMIC RESPONSE AND MONITORING

## Pandemic Management

Effective pandemic management has four phases:

- Preparation: plan is in place
- Response: activate the plan
- Monitor progress: assess and report control activities
- Conclusion: declare the pandemic over, review events and lessons learned for future outbreaks

ELT will coordinate CSG's response to COVID-19. Key components of the Plan are described below. **The Plan is primarily written for the most restrictive phase. Restrictions will be eased as programs as conditions allow, following CDC and PA DOH guidelines; restrictions may also be reinstated as warranted.** COEs will develop, as needed, specific procedures and processes described in addendums to this Plan. **It is also possible that outbreaks may occur that require re-implementation of restrictions. This may be a fluid situation as we continue to manage services during the pandemic.**

In general:

- Employees are expected to be aware of and comply with all health and safety standards outlined here and in policy, posted on CSG Connect, or communicated through their CEO leadership..
- Employees are required to report to work as scheduled and expected to work with individuals known or suspected to have communicable disease.
- Employees may be required to work overtime hours due to shortage of staff. This will be communicated to employees as far in advance as possible.
- Employees may be reassigned to other program sites to assist in the care of the individuals.
- Employees who are unable to report to work are required to follow proper procedures for leave time and calling in ill.
- If an employee becomes ill with respiratory symptoms, (fever, cough, shortness of breath, etc.) they are to notify their supervisor immediately. COVID-19 diagnostic testing will be covered in full with no member copay or coinsurance through Capital Blue Cross.
- Get your information from reliable sources such as the CDC, PA DOH and CSG Connect.

## Universal Precautions

Universal precautions are the best way to protect yourself, your family, co-workers and the individuals we serve. Staff are trained in universal precautions, but as part of the pandemic response, staff will be reminded and retrained as necessary. Individuals in service will be reminded of universal precautions. Practices implemented at CSG include (also see the CDC's [How to Protect Yourself and Others](#) for more information):

- **Frequent hand washing.** Use an alcohol-based hand sanitizer that contains at least 60% alcohol or wash your hands with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. Soap and water should be used preferentially if hands are visibly dirty. [Appendix B](#) is an infographic from the World Health Organization about handwashing. [Appendix C](#) is an infographic from WHO about hand rubbing.
- Ensure hand soap/paper towels and/or hand sanitizer is readily available at all work sites.
- **Practice social distancing.** When you go out for work or essential functions like going to the grocery store, keep a distance of **6 feet** from others as much as possible.
- **Use face masks and other PPE as directed.** Following CDC and PA DOH guidelines ([Appendix D](#)), staff must wear a mask while at CSG locations when directly working with individuals and/or in common

areas like waiting areas, break areas and hallways. Cloth masks are fine for this purpose. When you wear a mask, you protect others; when others wear masks, they protect you.

- **Routinely clean** all frequently touched surfaces in the workplace, such as reception areas, tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. Use the cleaning agents that are usually used in these areas and follow the directions on the label. If any site is in need of cleaning supplies, they should contact Purchasing via the Help Desk.
- **If you are sick**, stay home. Avoid close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing. Notify your supervisor or program manager if you are not feeling well.
- **Avoid touching your eyes, nose, and mouth.**

For more information, go to the CSG Connect COVID-19 page, Center for Disease Control (CDC) Coronavirus (COVID-19) website [Coronavirus Disease 2019 \(COVID-19\)](#) or PA DOH COVID-19 website [Coronavirus in Pennsylvania](#).

## Personal Protective Equipment (PPE)

The Medical Advisory Group advises on the types of PPE needed and Purchasing works with current vendors and new vendors for items such as thermometers, sanitizers, masks, gloves, gowns/ponchos and other necessary to maintain safe and healthy environments. Medical Advisory Team members also coordinate with state and county emergency agencies and Regional Response Health Collaboratives (RRHC) for assistance with COVID-19 exposure protocols, testing and PPE. Managers can request supplies of PPE when there is a need from the local supply hub closest to them and should also submit a Help Desk ticket to notify Purchasing of the amount requested. Purchasing will manage the PPE inventory to insure that CSG has sufficient supplies on hand.

## Office Closures

Offices where CSG does not provide services to individuals will be closed to the public and/or have limited hours, including Mountville, Lebanon, Pottsville and York IDD offices. In offices where services are provided, staff are to minimize the number of visitors coming into the building, reinforce universal precautions and screen staff, visitors and individuals who must attend ambulatory visits in person. Office hours at locations may be adjusted per staffing and program needs.

## Visitors

### Ambulatory Services

While CSG provides many services by telehealth and tele-video, individuals coming to CSG facilities are advised that they may only be accompanied by one person. For example, one parent should accompany a child to an appointment; an adult client may have one person accompany them. They will be screened as noted below

### Residential Services

Non-CSG visitors will be restricted from entry to residences with the exception of essential vendors (plumbers, electricians, etc.) who will be screened as outlined below. Visitors for those experiencing significant health issues or end-of-life situations will be allowed and they will be screened.

## 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.

## Employees Referred for a COVID-19 Test

If you have been advised to be tested for COVID-19, you should:

- Notify your supervisor when you are referred for the test.
- Your supervisor will complete the CSG Employee COVID-19 Testing Form immediately.
- Your form submission and the fact that you are being tested for the Coronavirus are confidential pieces of information, and a representative from our HR Department will contact you to discuss next steps.

Submitting this form is critical to the protection of our workforce, the individuals we serve, and our community members.

CSG will follow guidance from PA DOH and other regulatory agencies for employee testing and quarantining as necessary.

## Individuals Referred for a COVID-19 Test

As CSG becomes aware of an individual being referred by a medical professional for a COVID-19 test, this should be added to the Weligent COVID-19 registry. CSG will follow guidance from PA DOH and other regulatory agencies for quarantining as necessary.

## What Happens When There is a Positive COVID-19 Test

If staff or individuals in service test positive, the general steps below will be followed. Specific steps will vary depending on the situation. CSG managers and staff will:

- Follow PA DOH guidance for quarantining, isolation, use of personal protective equipment, ability to continue working (in case of staff exposure), etc.
- Follow CDC and PA DOH guidelines to clean and disinfect the area involved.
- Remind staff and individuals to follow universal precautions.
- Implement specific house or site plans. These will be coordinated by your supervisory team and are based on PA DOH recommendations and in consultation with ELT and the Medical Advisory Group. CSG will provide the PPE recommended by PA DOH, or CDC / PA DOH approved alternatives. Managers and Directors will work with Purchasing to get the needed supplies.
- Train staff on the plan and any additional precautions you or others should take.

CSG will protect the confidentiality of anyone tested. Managers will conduct work related contact tracing when there is an exposure to someone positive. If an individual in service tests positive, staff will be informed on a need to know basis. In situations where staff test positive, CSG will not disclose the name of the person involved. CSG is only permitted to communicate with other staff that they may have been exposed to another employee who has tested positive.

## Signage

Signs encouraging universal precautions, awareness about coronavirus and any specific instructions for a site should be posted where staff, individuals, and visitors can easily see them. Signage is available on [CSG Connect Covid-19 page](#).

## Training

Training that can be done virtually should proceed. Trainings that require face-to-face interactions, such as CPR/First Aid and N.A.P.P.I. can be held in small groups following all universal precautions. Special circumstances may require some trainings to be held per license requirements or certifications. Specific instances will be determined by ELT and information will be disseminated to all staff.

Virtual training enhancements have been implemented to ensure that staff have the support and skills needed. CSG is providing training programs on use of technology (ie telehealth/video conferencing), self care, business, culture, trauma informed approaches, employee engagement, change management and leadership.

## Suspended or Modified Regulations

CSG will monitor any changes to regulatory requirements during the COVID-19 pandemic and impact on services. See Reference section at end of the document for links to summaries of suspended regulations and modifications.

ELT decided, in order to minimize risk/exposure and protect both our customers and employees as much as possible, that CSG will no longer require clients, family members, guardians and/or other treatment team members to sign documents via pen or electronic touchscreen/stylus. This temporary change went into effect on 3.18.2020 and was retroactive to 3.1.2020 as we cannot obtain any missing signatures. This will remain in place until no longer needed as determined by ELT.

ELT also decided that CSG will not be obtaining any missed signatures during this designated time period. The Signature Capture Exemption Statement supersedes all CSG policies related to obtaining signatures during this designated time period.

## Meetings and Video Conferencing

Face to face meetings should be only held when essential and must follow all universal precautions and size limits. In addition, many services have continued due to greater use of telehealth technology. Google Meet is CSG's chosen platform to safely and securely host and participate in tele-health sessions, meetings, trainings and webinars. Google Meet is secure and HIPAA compliant and should be used when CSG staff are initiating any telehealth sessions or meetings.

## Human Resource Policies

In order to support, protect and maintain a healthy workforce and protect the individuals in our programs, ELT developed and/or revised a number of Human Resource policies. These policies will be reviewed periodically as the pandemic progresses.

### Work from home

We must balance employee risk with continuing our essential services. If an employee requests to work from home, they should discuss the following with their supervisor:

- Is their role and are their responsibilities able to be performed at home?
- Do they have the technology at their home to be able to perform their job?

If the answer to the above two questions is affirmative, the Program Manager and employee can continue to develop a plan. If it is determined that the employee cannot effectively work from home, they can use Paid Time Off or Unpaid Time. Paid Time Off must be used first.

### Pandemic Sick Leave

For employees who are symptomatic and referred by medical personnel for the COVID-19 testing, CSG will provide an additional sick leave benefit of 2 weeks. This will apply and be prorated for employees with scheduled hours. Zero scheduled hours employees should talk with their supervisor. Reference the updated policy: POLICY NO. E.6.d.1 - CW

### Sick Leave

If an employee identifies themselves as high risk for contracting the Coronavirus and wants to isolate without working from home, the employee can utilize regular Sick Leave (Policy No E.6.d.- CW, HR). The employee and supervisor will review the situation after two weeks to determine next steps. In the absence of Sick Leave, the employee can take PTO or Unpaid Time. In addition, CSG is waiving the 10 year employment requirement to use sick leave for taking care of family members who are residing in your home and are defined as high risk by CDC and PA DOH guidelines.

## Reassignment Policy

In the event of an emergency situation CSG will implement an emergency staffing plan which will include reassignment. An emergency staffing plan is necessary to ensure that essential services can continue without interruption. During these times, we are counting on the cooperation and support of our employees to cover different work locations and positions. Please reference the updated policy: E.3.a - CW, HR - Attendance-Hours Worked and Work Location.

## Wellness and Self Care

The current situation is an important time to focus on your holistic wellness. Selfcare resources will be provided on CSG Connect and the COVID-19 page. EAP services are available to staff. Staff are also encouraged to utilize CSG's annual wellness reimbursement for \$50 of a wellness purchase (Policy E.5.o.4).

## Orientation

CSG continues to hire new staff. We will continue to provide a standardized Orientation experience on Day One but not in a central location. Orientation will be provided in local program areas in offices that can accommodate individual or very small groups with at least 6 foot-physical distancing and following universal precautions. Our Orientation presenters will be CSG Managers, Mentors and/or HR Staff.

## Paid Time Off (PTO) Administration

- Employees will be able to convert up to 80 hours of PTO to equal 160 hours of Sick Leave. The cap for Sick Leave has been raised to a maximum of 680 hours for this fiscal year end conversion.
- If you have up to 80 hours of PTO remaining at the end of June, those hours will automatically be converted to Sick Leave. No further action is needed by you.
- Employees, who celebrated a milestone anniversary (every 5 years beginning with year ten) and received one additional week of bonus PTO in FY 19-20, will be allowed to Carryover PTO up to one week to be used by August 31, 2020.
- We will allow for the remainder of this fiscal year due to the impact of the Coronavirus. Employees who have used all Paid Time Off (PTO) and are in need of additional paid time off may be able to borrow up to two weeks of PTO from their PTO allotment for fiscal year 20/21. This is a temporary adjustment to policy E.5.b-CW, HR-Paid Time Off.

## Person Travel / Vacations

While all employees are encouraged to take vacation time, decisions about whether to travel, where to travel, how to get there and what to do while there all have the potential to impact not only you and your family but also your co-workers and the individuals with whom you will be back in contact upon your return.

Before you leave for personal travel, follow regular procedures for requesting time off. Requests will be considered based on operational needs. If you are traveling internationally or taking a cruise, let your supervisor know this and that you will need to self-isolate upon return for up to 14 days. Discuss with your supervisor whether you are able to work remotely during the self-isolation period. For self-isolation in this limited situation you may use your accrued PTO; otherwise, this time will be unpaid.

During the 14 days following your return from personal travel other than international travel or a cruise:

- Be diligent about complying with the CSG’s universal face covering guideline; wear a mask at all times when at work.
- Practice physical distancing and frequent handwashing.
- Monitor yourself for symptoms, as well as any family members who traveled with you

## Employee Transfers

CSG is making a temporary change from typical business practices and not honoring transfer requests at this time. Application for Transfer or Promotion, policy No.E.1.o -CW, HR. Many of the services we provide have been altered to best meet the needs of individuals while also mitigating risks to avoid the spread of COVID-19. When possible we have offered reassignment of work to employees whose schedules and services have changed.

## Zero-Scheduled Hours positions

Due to the changes that have been made in our services and programs as a result of the COVID-19 Pandemic, we are committed to offering work hours to our employees who have regular- scheduled hours positions as part of our reassignment of hours. During this time we will not require Zero-scheduled hours staff to work a minimum number of hours.

## COE AND PROGRAM OPERATIONS

Each COE will follow the guidelines above to ensure services and operations are consistent with CDC and PA DOH guidelines. Policies and procedures specific to a COE and/or program will be communicated through the COE and included in the COE’s Addendum to this Plan.

## REFERENCE

Center for Disease Control (CDC) Coronavirus (COVID-19) website [Coronavirus Disease 2019 \(COVID-19\)](#)

PA DOH COVID-19 website [Coronavirus in Pennsylvania](#)

OMHSAS Memorandum, August 14, 2020#, Temporary Suspension of Specified Regulatory Requirements [OMHSAS-Temporary Suspension of Specified Regulatory Requirements](#)

ODP Announcement 20-032: Coronavirus Disease 2019 (COVID-19): Temporary Modifications to Waiver and Regulatory Requirements to Support Adequate Staffing [ODP Announcement](#)

DHS Letter, September 30, 2020, Requirements for Intermediate Care Facilities (ICF) that have been Modified, Waived, or Clarified by the Centers for Medicare and Medicaid Services (CMS) [ODP-Requirements for ICFs under 1135 Waivers](#)

CSG IDD Pandemic Response Addendum

CSG MH Services Pandemic Response Addendum

CSG MH Treatment Pandemic Response Addendum