



Intellectual and Developmental Disabilities Addendum Pandemic Planning and Response Guidelines

Coronavirus Disease 2019 (COVID-19)

December 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	2
CONCEPTS DAY PROGRAMS	3
RESIDENTIAL PROGRAMS	3
LIFESHARING	9
IN HOME SERVICES	10
MOBILE/BEHAVIORAL HEALTH SERVICES	13
GENERAL ISSUES	14

The contents of this document are provided for reference and subject to modification by the CSG Medical Advisory 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, comorbidities, 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 are closed as of November 23, 2020 and will remain closed until at least January 4, 2021. The decision to close the locations in Schnecksville, Bethlehem and Lancaster was made in light of the substantial rates of community spread in our service areas. Services will be offered remotely.

Transportation

Transportation provided by CSG to and from the day program locations has been discontinued.

RESIDENTIAL PROGRAMS

All residential programs are following guidance from the Pennsylvania Office of Developmental Programs, and the PA Department of Health. All updates and guidance from ODP are available at <https://www.myodp.org/mod/page/view.php?id=26808>.

Response for a COVID positive employee OR individual that has symptoms (symptomatic)

- Employees working in the home 48 hrs prior to the start of the positive employee/individual's symptoms are considered "potentially exposed."
- Any other persons visiting the home should be considered "potentially exposed" if they were within 6 feet of others in the home, for a cumulative total of at least 15 minutes within a 24 hour period.
- To determine the potentially exposed group, program directors and managers will use the contact tracing form and review staff schedules to determine who was at the home in the last 48 hours.

Employees are expected to continue working unless they themselves experience COVID symptoms or receive a positive test result.

Response for a COVID positive employee OR individual that have no symptoms (asymptomatic)

- **Known exposure date**
All individuals and employees who have been in the home where a COVID-19 positive individual or employee was present beginning 2 days after the positive individual's or employee's own exposure occurred are considered "potentially exposed."
- **Unknown exposure date**
If the positive individual or employee's date of exposure cannot be determined, consider anyone who had contact with them 48 hours prior to the date the test specimen was collected as "potentially exposed."
- To determine the potentially exposed group, program directors and managers will use the [contact tracing form](#) and review staff schedules to determine who was at the home in the last 48 hours.
- Employees are expected to continue working unless they themselves experience COVID symptoms or receive a positive test result.

Actions to take for both symptomatic/asymptomatic employees or individuals

- When an employee/individual tests positive, the entire home should be quarantined and be given full PPE. Reference the document titled “Full PPE Guidelines.”
- PPE supplies should be obtained from the closest PPE hub location. A help desk ticket should be sent to CSG’s purchasing department indicating the following information: the PPE supplies removed from the hub, the hub location.
- Employees and individuals considered to have been “potentially exposed” should be tested.
- Any persons who develop symptoms should be tested as soon as possible.
- Disinfect and clean common surface areas.
- Once an individual tests positive- individuals should remain in the home, no visitors, or outings to the community, including staying home from the day program.
- Individuals will eat meals and snacks in their rooms or at least 6ft apart. No communal meals during the quarantine period. Encouraged the use of plastic and paper-ware utensils.

Repeat Testing and Determining Quarantine timeline for the Home

- Upon contracting with Medical Diagnostics Laboratory, testing will be completed weekly for all negative individuals and employees in the “potentially exposed” group until the testing identifies no new cases of COVID-19 since it has been at least 14 days from the most recent positive result.
- Quarantine begins on the date of the symptoms/first positive COVID test of the employee or individual, and ends when there have been no positive COVID tests for 14 days.
- The quarantining of IDD Residential homes will be reviewed by the Program Director and managers on an on-going basis and each scenario will be looked at individually.
- Individuals or staff who have tested positive within the past 90 days should not be retested.
- For staff who have been exposed to a positive staff or individual, an attempt should be made to keep them working in the home where the exposure occurred as staffing allows.

CSG Residential Services Visitation Policy

CSG has an updated visitation policy for individuals in community home residential services that was effective November 23, 2020. . 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.

In response to updated guidance contained in the ODP Announcement 20-066, CSG has revised its visitation policy for community homes and lifesharing. The policy revision determines how CSG will handle visitation based on data which shows the percent positivity rate of COVID in the Counties where CSG provides services. This helps us to understand the level of COVID transmission in the community, which is labeled as low, moderate or substantial range. The link to view these reports is:

Low Transmission (less than 5%)

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. CSG strongly encourages outdoor visitation, weather permitting and as long as the individual's needs can be accommodated. 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. CSG will provide hand sanitizer and also masks, if needed.

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, as long as the COVID transmission level is low.
- 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, within 24 hours before the planned return to the residence, and again when they return to the residence. CSG staff will arrange to do screening remotely when individuals are away from home.

Moderate Transmission (Between 5-10%)

- CSG strongly encourages communication between family members through phone calls, Google Meets, skype, Facetime etc. rather than visiting in person.
- Otherwise, all of the conditions for visitation when there is low transmission remain in effect with the following additional conditions:
 1. No indoor visits may occur that may increase the risk of exposure to COVID. Examples are when someone in the home has COVID or is awaiting test results, or someone is ill. [The exception would be a compassionate care visit, described in the last section.]
 2. The number of visitors in the home is limited to 1 and the visitor must wear a mask at all times.
 3. The number of people for an outside visit is limited to 2.

Substantial Transmission (Over 10%)

- No in person visitation can occur at the community home or lifesharing residence.
- No visits to families' or friends' homes should occur without a team discussion. A mitigation plan has to be developed for the individual. Visitation may be reasonable for an individual if there are no or minimal factors that increase exposure. Factors that would increase exposure include but are not limited to large family gatherings, or visiting in an area with a substantial level of community transmission.
- Individuals may be required to quarantine upon return to the residence or quarantine with the family.
- COVID testing may be required for the individual 2-3 days after the individual returns to the residence if a visit occurred where there was increased risk of exposure to COVID.

Extended Travel

- Requests to travel with individuals may be considered during the low and moderate levels. CSG strongly discourages travel during the substantial level. 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?

- 24 hours prior to the return to the home and upon return to the residence, CSG staff will complete the temperature and screening questions remotely for the individual. 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.
- All out of state travel will require that protocols be followed for both Pennsylvania and the state where someone travels.

Compassionate Care Visitation - allowed during moderate or substantial level of transmission

- Compassionate care refers to visitation by a caregiver which is needed to improve the individual's health and well being based on a "significant change" which is identified in the individual support plan.
- The compassionate care caregiver can refer to a family member or friend or someone else identified by the individual or residential staff to provide the compassionate care.
- The compassionate care caregivers must adhere to strict safety measures and protocols. Refer to CSG's policy on compassionate care for additional information.

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. The visitation policy must comply with any state, county or local standards.

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.
- CSG will follow all guidance contained in the ODP announcement 20-109 titled: **Guidance for Providing the Life Sharing Service During the COVID-19 Pandemic**
- 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

CSG is continuing to provide in-home services to meet the needs of individuals and their families. The following guidelines are in place as of December 1, 2020:

In response to updated guidance contained in the ODP Announcement 20-066, CSG has revised its policy for providing In-Home Services. The policy revision determines how CSG will handle providing In-home Services on data which shows the percent positivity rate of COVID in the Counties where CSG provides services. This helps us to understand the level of COVID transmission in the community, which is labeled as low, moderate or substantial range.

Low Transmission (less than 5%)

Services to individuals allowable.

Moderate Transmission (Between 5-10%)

- CSG strongly encourages remote services be provided through Google Meets, or phone calls rather than providing services in person.

- Otherwise, all of the conditions for In-Home Services when there is low transmission remain in effect with the following additional conditions:
 1. No In-Home Services may occur that may increase the risk of exposure to COVID. Examples are when someone in the home has COVID or is awaiting test results, or someone is ill.
 2. The number of individuals in the home is limited to immediate family members and if the family is within 6 feet of staff they must wear a mask.

Substantial Transmission (Over 10%)

- CSG will consider service provision on a case by case basis based on family and individuals needs, and other factors which take into consideration level of risk. (i.e. individual’s mental health will suffer without services, the individual refuses to follow safety precautions etc.)

Response For An Individual With Suspected Covid-19 Symptoms Awaiting Test Results

- The individual will quarantine until either test results return, or 14 days.
 - If test results are negative, quarantine can immediately end.
 - If test results are positive, follow the RESPONSE FOR INDIVIDUAL(S) WITH A POSITIVE TEST RESULT

Response For An Individual And/Or Family Member Who Had Close Contact With Someone With Confirmed/Presumed Positive Covid-19

- A discussion will occur between the family concerning CSG and the teams expectations are that the individual and/or family member will quarantine for 14 days from the date of the close contact, as per CDC guidelines:
<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/quarantine.html>
- CSG will not begin services until quarantine guidelines are met.

When services are being provided, staff will contact the individual via telephone within 30 minutes prior to their appointment time and will review the following screening questions.

Do you or anyone residing in the home have any of the following symptoms?

- Fever
- Sore throat
- New or unexplained Cough
- Shortness of breath or other respiratory symptoms

- If YES to any of the above, the CSG's In-home employee will not be allowed to Provide Services. Advise the individual and/or family to self-monitor as per CDC guidelines, and consult with their PCP. Based on that consultation and any further guidance/testing/suggestions, further options for continuation of services will be discussed with the supervisor, individual and family. (Options such as remote services or staff working in full PPE).
- If NO to all of the above, proceed to next step:

Check temperature (this will be completed when you arrive at the home for service also)

- Fever (defined as temperature greater than or equal to 100.4 degrees Fahrenheit) present?
 - If YES, CSG's In-home employee will not be permitted to provide services. Advise the individual/family member to monitor for symptoms as per CDC guidelines, and consult with their PCP.
 - If NO, proceed to next question:

Have you or any family member residing in the home 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.
- If NO, proceed with providing services using universal precautions and physical distancing, Use of PPE per CDC and CSG guidelines.

Prior to Providing Services

Staff will call the individual or family member within 30 minutes prior to providing services to verify the health status of everyone in the home through use of CSG's screening questions identified by the CDC and noted above. If no Covid symptoms are reported the staff will proceed with going to the home. Once at home the staff will ask have you washed your hands or used alcohol-based hand rub/sanitizer on entry?

- YES / NO – If no, please have them to do so. Staff will then take the individual's temperature. If a person has symptoms of COVID, staff will instruct the person or family to contact their family physician and leave the home, if there is no temperature staff will proceed with providing services.

Individual Resides Alone

If a person lives alone and reports symptoms of COVID staff will refrain from providing services that day and will immediately contact their supervisor. The supervisor will call the county SC to inform them of the COVID symptoms. (If the SC is not available, the SC supervisor will be contacted. If the Supervisor is not available, the County Program office will be contacted.) Staff will work with the SC to develop a plan

of care that will include testing if needed, medical follow-up, authorization of services, incorporation of remote services and notification of a change of services.

Each case will be reviewed individually by CSG and CSG will determine if any additional services can be provided.

If it's determined that staff need to continue to work directly with the individual during the time the individual is being tested and/or provide any time of support if the individual is positive for COVID. The individual will be quarantined in their bedroom while staff are in their home. The individuals team and staff will assist in ensuring the person's needs are met while only having direct contact when necessary. CSG staff will wear high grade PPE which includes : KN95 or N95 mask (please note that N95 respirator masks require fit testing before using) Eye protection (goggles or face shield), Gloves, Clothing protection (gown or poncho) while providing face to face direct contact.

Staff will provide remote services when possible which can include phone or video chat. Staff will direct the individual to call their doctor if symptoms worsen or in emergency situations to call 911. If at any time staff feel the individual needs further medical care 911 will be contacted. The staff will be directed not to go to the hospital or at home when 911 is contacted.

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

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.