

8.17.2020

The Arc Steuben

SITE BASED DAY HABILITATION REOPENING PLAN

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Overview

NOTE:

Guidance bullets below are not a substitute for provider review and adherence to content of *Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People with Developmental Disabilities*

Signage – applies to certified sites and other locations controlled by the provider

- Ensure program building entrances have signs that alert that non-essential visitors are not allowed
- Ensure signs are posted throughout the program building to provide instruction on the critical COVID-19 transmission prevention and containment activities identified in the companion document *Interim Guidance Regarding the Reopening of Day Services Certified by the Office for People with Developmental Disabilities*.

Identify how you will ensure the above and any related strategies:

Signs are currently posted on entrances to both sites. All currently posted will be reviewed and updated as needed. Additional signage will be posted per the interim guidance. Director of Community Supports will do a walk through prior to opening to ensure all signs are in place.

Blue Program Room capacity signs will be posted in each room noting the 50% room capacity. The number noted refers to persons supported only. Staff do not factor into the number. Staff are limited to the minimum number needed to ensure health, safety, and oversights.

The program safety checklist will be updated to include ensuring signs remain in readable condition and are up to date.

A. Entrance to Site Based Programs

Pre-Entry/Pre-Participation Screening:

- Screen all individuals, staff, and essential visitors prior to entry into the day program site and/or participation in services/service delivery per infection control standards for protection of screener and screened person, to include temperature check and required questions on exposure and COVID-19 Symptoms, per NYS DOH and OPWDD guidance documents.
- Maintain daily documentation of all screening of individuals, staff and visitor's incompliance with OPWDD and NYS guidance and policy.

Response to Signs and Symptoms and Departure:

- Safe management of any individual, staff or visitor who fails initial/pre-program screening or is exhibiting signs or symptoms during service delivery, to include,
- Facilitating departure as soon as possible, and
- Safely manage separation from people not exhibiting symptoms, until they depart.
- Ensure instruction is provided to any individual or staff sent home due to symptoms to contact their health care provider and written information on healthcare and testing resources.

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- Ensure the day program immediately notifies the local health department and OPWDD about the suspected case.

Participation and Return to Program/Service:

- Ensure staff members know to report and how to report positive COVID-19 test results, exposure/possible exposure, and signs and symptoms to their supervisor.
- Ensure individuals do not participate in day services while they or a member of their household or certified residence is being quarantined or isolated.
- Maintain medical documentation allowing an individual or staff member who was COVID-19 positive to return to program site/services.
- Ensure any return of an individual or staff to programs/services occurs only in adherence to OPWDD and NYS DOH guidance regarding quarantine periods and fever free durations.

Identify how you will ensure the above and any related strategies:

- Current health screening process to ensure any staff entering sites and/or providing services will remain in place. Staff are to check temperature and attest to no temp or symptoms as outlined above each day. This is documented and maintained in a secure location. Answers to questions are monitored and staff have been notified of their responsibility to consult a supervisor if they answer yes to any of the questions. Agency protocol is in place around staff testing positive in accordance with OPWDD and Department of Health Guidelines. *Health Screening Questions (Appendix A)*
- The person responsible for screening of people supported at the site will be noted on the daily assignment sheet for those attending site-based programs.
- In the event Day Hab staff are transporting people we support; they will conduct the health screening upon first contact in the service day by the DSP providing services who will document and share those screenings with their supervisor. This will be done via the QR Code set up for the people we support, or by using Form #CSO-8,001, *COVID-19 Health Screening Tool. (Appendix B)*
- If the person is transported via Arc of Steuben buses, the screening will take place prior to the person boarding the bus per Arc of Steuben Transportation Safety Plan.
- If a person supported exhibits symptoms, or answers yes to any of the other questions, they will not be allowed to participate in services that day or return to services per OPWDD/DOH guidance regarding quarantine and fever free durations
 - **The form “What do I need to do to return to services” is provided to the person and/or their family. This contains directives as to steps they must take to be cleared to resume services.**
- Additionally, a person will not be able to participate in services if a member of a person’s household or certified residence is quarantined or isolated due to COVID. A conversation and a follow up letter will be sent to each person with the information needed for them to be able to return to program.
- Each staff person will receive training on the signs and symptoms of COVID-19, so that they can effectively monitor people supported (and themselves) throughout the service day. Any person who exhibits an onset of symptoms will need to go home as soon as

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possible. The person will immediately be separated from others in the group. Both sites have a room designated for this purpose. The person supported will be encouraged to wear a mask and adhere to social distancing guidelines. A staff person will stay with the person until transportation arrives. The staff person will adhere to all PPE and social distancing guidelines while with the person. The program room will be disinfected as soon as the person leaves the room, with close attention being paid to where the person exhibiting symptoms was sitting and things they may have touched. The person who arrives to transport the person supported home will be provided a letter outlining steps that need to be taken for the person to return to program. Once the person supported has left, the room will be thoroughly disinfected.

- Notifications to OPWDD and DOH and other program participants and families will take place per established protocol and regulations.
- All screening information will be maintained in a confidential manner.

B. Social Distancing Requirements:

Ensure effective practices to facilitate social distancing when distancing is not possible, including the following:

- Reduction of total number of individuals served at one time, in order to reduce congestion and facilitate easier social distancing;
- Plans to maintain no more than 50% occupancy in small/confined spaces within a program, such as a staff break room;
- Potential use of physical barriers within site-based spaces;
- Planned use, capacity and arrangement of furniture and/or work equipment in program rooms, workspaces and meal and seating areas to allow for social distancing of at least six feet apart in all directions (i.e. 36 square feet) and limit density. (Note an individual's needs may require individual to staff distance to be less than six feet)
- Use of signage and floor markers/distance markers denoting spaces of six feet throughout program area spaces, common spaces, waiting areas, entry, exits and other areas of travel;
- Facilitate one directional foot traffic where necessary in narrow spaces, using tape or signs with arrows
- Install physical barriers, as appropriate, especially when physical distancing is not feasible between program/ workspaces; Support and education of individuals to learn physical distancing/use of markers, patterns of movement, and other program strategies; Maintain a staffing plan to prevent employees who should need to "float" between different rooms or different groups of individuals, unless such rotation is necessary to safely support individuals due to unforeseen circumstances (e.g. staff absence).
- Provide adequate space and operational practices (e.g. staggered break times) for staff to adhere to social distancing while completing independent tasks (i.e. paperwork) and when taking breaks (i.e. eating or smoking).

Identify how you will ensure the above and any related strategies:

- All people supported and staff will be trained on social distancing and PPE use and guidelines.

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- Each of the sites has been inspected by the Director of Facilities, Director of Community Supports, and the COO. A floor plan is being developed for each room noting placement of tables, chairs, and other needed equipment to ensure 6-foot social distancing in all directions is maintained. Program rooms will have a reduced capacity noted on each floor plan.
- Staff will have access to these documents. Floor markers will be placed in program room and areas of the building used by the site-based programs to ensure social distancing and other safety practices. All excess furniture will be removed from rooms (chairs, cabinets, etc.)
- A cohort approach to staffing will be in place to ensure staffing remains as static as possible. A small group of supervisory level staff will be assigned as "floaters" in the event there is an emergency need for an additional staff person.
 - All cohort groups will be less than 15 people.
- Common areas are cleaned on a routine basis by the janitorial crews. All program staff will receive training on proper use of disinfectants and cleaning schedules to ensure program rooms are cleaned throughout the day and common areas such as bathrooms and med rooms are cleaned prior to and after use.
- Each site has a primary entrance that will be used for both exits and entrance to the building. Staggered start and stop times will provide the needed social distancing.
- Training on new program expectations will take place with each person prior to return and will be reinforced throughout the first week back to program and thereafter as needed.
- For activities taking place outside of Arc of Steuben buildings;
 - Social Distancing is always to be maintained. If the need of the person/service or nature of the activity requires contact closer than 6 feet, the person supported should be encouraged to use a mask, as well. Staff are to wear a mask at all times.

C. Gatherings in Enclosed Spaces

- Modifications to day program/service hours as needed, to allow blocks of service provision while maintaining reduced capacity and group size
- Planned group size, which will be limited to no more than fifteen (15) individuals who receive services. The restriction on group size does not include employees/staff.
- Ensure the group (≤ 15) of individuals receiving services and staff working with them areas static as possible.
- Ensure that different stable groups individuals and staff, have no or minimal contact with one another and do not utilize common spaces at the same time, to the greatest extent possible.
- Stagger staff and/or individual meal and break times to maintain social distancing.
- Adhere to social/physical distancing practices identified in the safety plan.
- Prohibit shared food and beverages and buffet style dining.
- Require that food brought from home must require limited preparation (i.e. heating in microwave) during day services and be packed appropriately.
- Ensure reusable food utensils and storage containers are washed in the dishwasher on the hottest wash and dry setting.

Identify how you will ensure the above and any related strategies:

- Most of this is addressed in the category above.
- As much as program times will be set in service blocks that work around the lunch hour so that there is no need to eat lunch at program. If a person does need to eat during the service time, example someone with diabetes or other health concerns, they will need to bring their food in prepared per any dietary restrictions. Cold meals/snacks will be encouraged. The use of a microwave can be facilitated if needed. All utensils, containers, and leftovers will be returned to the lunch box which will be disinfected and returned to the person's locker until it is time to leave. All areas will be disinfected prior to and after eating. Proper handwashing will be taught and practiced prior to and after eating.
- Two service blocks will be established for each site with a minimum of 30 minutes between stop and start times to ensure all areas are disinfected in accordance with agency disinfectant protocol.

D. Day Program Schedules and Activities

- Modifications to day program/service hours as needed, to allow blocks of service provision while maintaining reduced capacity and group size.
- Focus on activities with little or no physical contact and which do not rely on shared equipment, to the extent possible.
- Schedule individual's activities to reduce density and allow for social distancing.

Identify how you will ensure the above and any related strategies:

- **Planned activities outside of the building should be as low risk as possible**
- Each person will have an individual supply of frequently used items (pencils, pens, scissors, etc.), as well as individual activity binders centered around specific goals and activities the person enjoys. These will be in binders and or containers that can be disinfected and will be stored in individual lockers and or cubbies.
- Periodic walks outside will be scheduled with mask and social distancing protocols in place.
- Activity calendars will be developed for the first two weeks by staff, after that by staff with input from people supported. These will be reviewed and approved by the Associate Director of Community Supports overseeing Day Hab programs. Any questionable activities will be reviewed with the Director of Community Supports and a decision made as to the safety of the activity.
 - **For people receiving services within the IRA: Staff will follow the Residential Procedures for COVID while working in the IRA providing Day Hab and when planning activities outside the IRA.**

E. Personal Protective Equipment:

- Ensure all staff wear an appropriate cloth or disposable face mask/covering that covers both the mouth and nose, always while providing services, consistent with all current Executive Orders and OPWDD guidelines (unless medically contraindicated / not tolerated).

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- Ensure all essential visitors wear a face mask or covering, providing a facemask onsite at no cost, if visitors do not have their own which meets requirements.
- Support individuals receiving services to wear face coverings, as tolerated, whenever social distancing cannot be achieved.
- Maintain an adequate supply of required PPE on site (and available to staff for when needed for community-based services) to minimally include masks and gloves, and with gowns and face shields as needed.
- Train all staff on proper use of PPE including when necessary to use, donning, doffing, disposing and/or reusing and sanitizing when appropriate.
- Retain documentation of trainings in the employees' personnel files and per agency procedures.

Identify how you will ensure the above and any related strategies:

- Most Day Hab staff have been working in our IRA's and have been trained on use of PPE, masks, etc. A refresher training will be provided prior to re-opening the sites. This training will also include expectations on how to provide training and support the people supported to wear a mask, if medically able to do so, and follow social distancing and other COVID related guidelines.
- All essential visitors will enter through the main entrances and will go through the screening process and be provided with a mask if they do not have their own. Any essential visitor refusing to wear a mask will not be allowed to proceed to the program area and will be asked to leave.
- An adequate (at least one-week supply) of PPE will be maintained at the program sites. The site supervisor will be responsible for monitoring the supply and requesting additional supplies in a timely manner from the Director of Facilities.
- Documentation of training of staff will be maintained in the Relias training program and/or the person's personnel file. Training of people we support will be documented in the narrative of daily notes and summarized (listed) in the appropriate monthly summary.

F. Hygiene and Cleaning

Personal Hygiene to Reduce Transmission:

- Ensure strict adherence to hygiene requirements to reduce transmission as advised by NYS DOH and the CDC.
- Provide and maintain hand hygiene stations at each location to include:
 - Handwashing: soap, running warm water, and disposable paper towels.
 - Hand sanitizing: alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical, and where the need for frequent hand sanitizing is expected;
- Train staff to wash their hands frequently with soap and water for at least 20 seconds using techniques per NYS DOH and CDC guidance, including the conditions that require handwashing.
- Support individuals to wash their hands frequently/when needed, with soap and water, for at least 20 seconds using appropriate techniques as tolerated.

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- Encourage and facilitate use of hand sanitizers by staff and individuals upon arrival to and departure from program and through the day, providing supervision/support of use by individuals as needed.
- Address any individualized needs affecting the unsupervised availability of hand sanitizer.

Cleaning and Disinfection of Environment, Equipment and Supplies:

- Strictly adhere to sanitation requirements as advised by NYS DOH guidance documents.
 - Implement the following minimum standards regarding cleaning and sanitizing:
 - Frequent cleaning and rigorous disinfection of high-risk areas/high touch surfaces;
 - Use of only EPA registered products for disinfecting non-porous surfaces;
 - Adhere to proper dwell times for all cleaners, sanitizers and disinfectants per manufacturer recommendations as indicated on the product label; and
 - Ensure adequate ventilation to prevent inhaling toxic fumes.
 - Maintain site cleaning logs indicating the date, time, and scope of cleaning.
 - Keep cleaning products, sanitizers and disinfectants secure and out of reach of individuals who may misuse;
 - Safely and immediately discard used gloves, paper towels or other disposable items after sanitizing or disinfecting, tied in a trash bag and removed from the environment.
 - Clean and disinfect all areas and equipment used by a person exhibiting symptoms upon their departure from the area and prior to use of the area or equipment by other individuals or staff.
 - PPE use and hand hygiene when cleaning and disinfecting causes safety hazards.
 - Provide ventilation with outside air safely and when possible.
- Limit use of shared objects/equipment. Ensure shared items are cleaned and/or sanitized after each use. Require hand hygiene before/after contact and glove use when feasible
- Prohibit use of items/objects that cannot be cleaned and sanitized (i.e. soft object, cloth placemats, etc.) unless clinically required.
- Prohibit bringing personal items from home, except when clinically necessary, then have a plan for regular cleaning and disinfection including immediately prior to departure.

Identify how you will ensure the above and any related strategies:

- Training on handwashing will take place prior to re-opening and on the first day back to the site for each person supported (and thereafter as needed). Each program site has a bathroom with appropriate supplies for effective handwashing. Hand sanitizer will be available within proximity to the entrance of each site with signs noting the need to use upon entrance. Hand sanitizer will also be available in each room for use throughout the day, with additional breaks throughout the day to use bathrooms for handwashing purposes.
- Staff will model appropriate handwashing/hand sanitizer techniques and frequency and will monitor each person to ensure they are following guidelines and provide support and training as needed.

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- Prior to opening staff will be trained on proper use of disinfectants, including frequency, approved disinfectants, dwell times, ventilation, PPE use, and the Agency cleaning protocol.
- A document noting who disinfecting/cleaning schedule will be maintained in each room. Staff will be expected to adhere to the schedule and sign off when completed. The completed documents will be maintained in a central location.

G. Transportation

Ensure that the following measures are implemented for the transport of individuals to/from day services to reduce COVID-19 transmission risk, when providing or contracting for transportation:

- Ensure only individuals and staff from the same facility will be transported together; preventing individuals or staff from other residences to be intermingled whenever possible;
- Reduce capacity on buses, vans, and other vehicles to 50% of total capacity;
- As possible, stagger arrival and departure times to reduce entry and exit density.
- To the extent possible, restrict close contact of individuals and staff by not sitting near each other or the driver.
- If there are multiple doors in a bus or van, utilize one-way entering and exiting. Provide instruction for individuals to exit the vehicle one at a time and wait for driver or staff instruction before doing so.;
- Ensure staff and the driver always wear face coverings in the vehicle. Ensure staff who cannot medically tolerate the use of a face covering are not assigned to transport individuals.
- To the extent they can medically tolerate one, support individuals to wear masks in vehicles.
- After each trip is completed, clean and disinfect the interior of the vehicle before additional individuals are transported; and
- Where appropriate and safe, roll windows down to permit air flow.

Identify how you will ensure the above and any related strategies:

- Each vehicle in the Community Supports Fleet has a bag containing cleaning/disinfecting supplies.
- The pre-post trip sheets will be updated to include a place for initials noting the staff completed.
- Disinfecting will take place as part of the pre-trip and again upon arrival to destination. If a staff person cannot do this upon arrival and effectively ensure oversights, notification to the site supervisor must be made so alternate arrangements can be made.
- Capacity for each vehicle will be documented on the vehicle schedules with a sticker noting "COVID capacity". This will reflect 50% of the normal capacity of the vehicle.
- Only those people going to the same site will be transported in the same vehicle (Per 07.16.2020 guidance).
- Staff will be required to wear a face covering. People supported will be expected to wear one as well, unless medically contraindicated. Staff will need to provide support, training and encouragement to people supported.
- Protocol for exit and entry, cleaning/disinfecting and use of masks/PPE will be in each vehicle book for reference.

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- **In the event a staff person needs to use their personal vehicle to transport a person supported, all of the above must be in place. Extra disinfectant, masks, hand sanitizer and thermometers are available as noted in Section F.**

See attached Transportation Plan for use of Agency Buses.

H. Tracing and Tracking

- Notify the local health department and OPWDD immediately upon being informed of any positive COVID-19 test result by an individual or staff at their site.
- If a staff or visitor test positive, procedures for day service cooperation with the local health department to trace all contacts in the workplace and notify the health department of all staff, individuals and visitors who entered the facility dating back to 48 hours before the positive person began experiencing COVID-19 symptoms or tested positive, maintaining confidentiality as required by federal and state law and regulations.

Identify how you will ensure the above and any related strategies:

- An Agency protocol is in place around notifications to local health department and OPWDD in the event of a positive COVID test. Staff will be retrained prior to opening on these expectations. A sign in sheet of all essential visitors is maintained per Agency procedure and can be referenced if needed for contact tracing purposes. Contact and attendance information for the people we support is maintained in Medisked. Trainings in the first week of site-based programs will include notification to people we support that this information may be shared with the local health department and/or OPWDD and why it is necessary.
- **Staff should alert their supervisor in the event a person we support has a positive COVID test and/or has been quarantined related to COVID.**

Additional Safety Plan Measures:

Please use this space to provide additional details about your program's Safety Plan, if appropriate.

Fire Drills:

Fire Drills will take place upon return to site-based program. Staff will be trained on how to balance the need to safely exit the building and maintain social distancing, wear masks, etc... All meeting locations have adequate room to allow for social distancing in a safe manner.

Revision Date: 08.14.2020:

Day Habilitation Site Safety Monitor:

Day Habilitation (Site based) will have a designated site safety monitor whose responsibilities include ensuring the continued compliance with all aspects of the site safety plan. The Site Safety Monitor is the Associate Director of Community Supports in charge of Day Hab services.

On a weekly basis the Site Safety Monitor will use form # CSO-8,002, Site Safety Monitoring Checklist, to observe each of the program rooms for compliance with the safety plan. Any

observed concerns will be corrected immediately if possible, but no later than the start of the next program day.

Example:

- A staff person is noted to not have a mask on – this is addressed and corrected immediately, and the supervisor is notified in the event further action is needed with that employee.
- If a sign about wearing masks is showing wear and tear and should be replaced – it needs to be done before the start of the next program day.

All concerns and corrective action should be captured on the check list.

Once completed, the Site Safety Monitoring Checklist is forwarded to the Director of Community Supports for review and further action/follow up if needed. The document will be maintained in the COVID files established in the Community Supports Office.

Record of Revision

Dates of the Site Based Day Hab Safety Plan

Original Plan: 08.05.2020

Revision Date: 08.14.2020

Revision Date: 09.02.2020