

**Our Road Map to Re-Opening as of November 11, 2020.**

As we continue to work thru the COVID-19 Pandemic our organizational priority remains the health and safety of the individuals we support through our programs and services along with their families as well as the well-being of all of our staff.

The Arc’s staff have all received specific training on the Coronavirus and other communicable diseases. They have been given specific protocols in order to keep the individuals we serve as safe and as healthy as possible.

The purpose of this document is to outline some agency wide guidelines and workplace practices which will be necessary as we begin to utilize our facilities and vehicles. This guidance will also outline expectations for our initial approach in returning to the community and in-person activities.

* This is intended to be a fluid document. There is no precedent for what we are all experiencing and while we created this plan using the information available from DDA and the CDC we expect that time lines will likely adjust based on the continually changing circumstances and the information available.
* Phases have been entered in different sections to accommodate how the agency will proceed in either moving forward or going back to protect the health and safety of the individuals and staff. Those are highlighted in red in their respective sections and listed here for a quick glance.

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| --- | --- | --- |
| **Program** | **Current Phase** | **Date** |
| Residential | 2 | 11/11/2020 |
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**Agency Wide Staff and Workplace Guidelines**

Our offices are all currently closed. If you do not absolutely need to be in the office to do your job, please work remotely. If you are coming into an office the following apply:

* All employees are required to wear a face mask while performing job duties and anytime they are in an Arc building or residence.
* Employees may remove their face mask when alone in a private office, conference room, cubical, or outside.
* If you need to visit someone in their office or cube please call, text, or email them first as a courtesy so they can put their mask on. If you can accomplish what you need to without a face to face visit this is strongly advised.
* Please do not wander the office visiting with people socially or gather to chat at the front desk or in other areas of the office. This puts everyone at risk and should only be done outside at a social distance on a break from work.
* All employees should wash hands regularly for at least 20 seconds with soap and water. Use only paper towels or hand dryer to dry hands.
* When in an Arc office, employees and visitors must follow all protocols outlined on signs throughout the building(s).
* Employees who have or are planning to travel out of the state or country must contact their supervisor before returning to work, even if symptom-free and may need to quarantine based on local and state health guidelines.

**Reception Areas (all 3 counties)**

Visitors are not currently permitted in our offices. A plexiglass shield has been installed at the

front reception desk in all three offices. Once visitors are permitted, they must sign in at the desk, get their badge and then wait in the reception area for an employee to come and meet them.

• Two chairs will remain in designated reception areas in St. Mary’s and CRC. Four chairs will remain in Charles. Even when our visitor policy is revised, If a guest does not need to enter the office for business necessity, they should not.

• Guests are required to wear a face mask.

• Pens used by visitors will be put into a “used” container for sanitation and replaced for the next visitor.

• Hand sanitizer stations and/or dispensers will be installed – Cheryl will determine locations.

• Chairs that have been removed from shared space locations will be kept on one wall in

the Chesapeake room in CRC and in an area determined by managers in the other offices.

**Board Room in CRC**

Please check availability of the Board Room to reserve it. The boardroom max

capacity will be **8.**

It will need to be cleaned by the person responsible for the meeting or their designee after each meeting. Therefore, meetings need to have at least a 10-minute gap in-

between start times and cannot exceed their allotted time window. Cleaning supplies and instructions for the board room can be found at the front desk and should be returned they are after use.

**Kitchen in CRC**

• No more than 2 persons should use the kitchen table at a time.

• There will be a sign-up sheet with timeslots posted outside the kitchen and you may sign up to meet there.

• The kitchen must be cleaned after each use and so timeslots will have a 5-minute gap in- between them.

• Employees may come into the kitchen one at a time to use the vending machines or refrigerator.

• Vending machine keypads must be wiped down after each use.

• Wipes, cleaning supplies (except dishwashing detergent) and instruction sheet will be located at the front desk and should be returned after use.

• Please remove all personal items from the kitchen daily and do not leave out food items to share.

**Stairway and Elevator- CRC**

Only one person should be using the stairs at a time. Please do your best to check the stairway and stand aside/ wait to climb up or down if there is already someone using the stairs. Only one person should be in the elevator at a time.

**Upstairs Conference Room #2- CRC**

It has been determined that this room is too small to use as a meeting space. It can be used by one person viewing the monitor or reassigned as an office. It will need to be cleaned after each use. The cleaning supplies are in the cabinet under the microwave.

**Upstairs Conference Room #1- CRC**

Please reserve this room in advance. Max Capacity is **4.** The conference room will need to be cleaned by the person responsible for the meeting or their designee after each meeting. Therefore, meetings need to have at least a 10-minute gap in-between start times and cannot exceed their allotted time window. Cleaning supplies and instructions for the conference can be found in the cabinet under the microwave and should be returned there after use.

**PAX/ Comcast Lab- CRC**

Please reserve this room in advance. Max Capacity is **10.** The PAX/Comcast Lab-CRC will need to be cleaned by the person responsible for the meeting or their designee after each meeting. Therefore, meetings need to have at least a 10-minute gap in-between start times and

cannot exceed their allotted time window. Cleaning supplies and instructions for the

PAX/Comcast Lab can be found at the front desk and should be returned there after use.

**Upstairs Kitchen Area-CRC**

• No more than one person should use kitchen area at a time.

• Wipes, cleaning supplies (except dishwashing detergent) and instruction sheet will be located under the microwave in the cabinet.

• Please remove all personal items from the kitchen daily and do not leave out food items to share.

**Day Program Rooms**

Max Capacity is **18**

• No more than 18 people should use the room at a time.

• Wipes and cleaning supplies along with an instruction sheet will be located in small amounts in a locked cabinet.

• Wiping down doorknobs, tables and chairs prior to the activities beginning, as well as every 2 hours or after the session is completed if less than 2 hours.

• There will be a sign-up sheet with timeslots posted outside the day program room and you must sign that the cleaning was completed.

**Changing Room**

Max Capacity is **2 staff and 1 individual**

• No more than 3 persons should use the room at a time.

• Wipes and cleaning supplies along with an instruction sheet will be located in small amounts in a locked cabinet.

• Wiping down doorknobs, table, and wheelchair after each use.

• There will be a sign-up sheet posted outside the room and you must sign that the cleaning was completed.

**St Mary’s Conference Room**

Please reserve this room in advance. Max Capacity is **6.**

Please check availability of the conference room and to reserve it. The conference room max capacity will be **6.** The conference room will need to be cleaned by the person responsible for the meeting or their designee after each meeting. Therefore, meetings need to have at least a 10

minute gap in-between start times and cannot exceed their allotted time window. Cleaning supplies and instructions for the conference room can be found in the hallway and should be returned there after use.

**St. Mary’s Kitchen**

Please reserve this room in advance by signing up on sheet outside of kitchen. Max Capacity is **3**

• No more than 3 persons should use kitchen area at a time.

• Wipes, cleaning supplies (except dishwashing detergent) and instruction sheet will be located in the hallway.

• Please remove all personal items from the kitchen daily and do not leave out food items to share.

**St. Mary’s Common Area- in back**

Please reserve this area in advance. Max Capacity is **4**

• No more than 4 people should use the room at a time.

• Wipes and cleaning supplies along with an instruction sheet will be located the hallway.

• Wiping down doorknobs, tables and chairs prior to the activities beginning, as well as every 2 hours or after the session is completed if less than 2 hours.

• There will be a sign-up sheet with timeslots posted outside the day program area and you must sign that the cleaning was completed.

**Charles Board Room – in back**

Please reserve this room in advance. Max Capacity is **8**

The conference room will need to be cleaned by the person responsible for the meeting or their designee after each meeting. Therefore, meetings need to have at least a 10-minute gap in- between start times and cannot exceed their allotted time window. Cleaning supplies and instructions for the conference can be found in the cabinet under the microwave and should be returned there after use.

**Charles Small Conference Room**

Please reserve this room in advance. Max Capacity is **3**

**Charles Kitchen**

Max Capacity is **1**

• No more than one person should use kitchen area at a time.

• Wipes, cleaning supplies (except dishwashing detergent) and instruction sheet will be located in an area designated by management.

• Please remove all personal items from the kitchen daily and do not leave out food items to share.

**Charles Computer Lab Common Area**

Max Capacity is **3**

The Charles Computer Lab Common Area will need to be cleaned by the person responsible for the meeting or their designee after each meeting. Therefore, meetings need to have at least a 10-minute gap in-between start times and cannot exceed their allotted time window. Cleaning supplies and instructions for the computer lab can be found locked in the conference room closet and should be returned there after use.

**Charles Shared Offices, CRC, and St. Mary’s Cubicle areas**

There should only be one person using an office space at a time. Shared offices should rotate on an A day B day schedule as determined by manager. Each location needs to be cleaned after each use by the staff person using it.

**Office Building Sanitizing Procedure (cleaning staff)**

Sanitizing all surfaces (anything you touch) with approved disinfectants removes the vast majority of viruses that cause the COVID-19 virus. A sanitation log will be kept and documentation made after each cleaning.

Procedure for sanitizing daily

• We are using KBQ-32 sanitizer (1oz KBQ-32 to 32oz water).

• Staff cleaning must wear a face mask and gloves when spraying the sanitizer.

• Spray all commonly touched surfaces throughout the building (i.e.. interior and exterior doors and handles, tables, chairs, counters, restroom facilities).

• Let dry for 10 minutes.

• Record date, time and staff initials on sanitation log sheets that will be provided.

• **This sanitation process is in addition to usual cleaning schedule as determined by**

**Ron. In Phase One cleaning occurs twice a week in all 3 counties.**

**Vehicle Sanitizing Procedure**

Sanitizing our vehicle surfaces with approved disinfectants removes the vast majority of viruses that cause the COVID-19 virus. A sanitation log will be kept and documentation made after each cleaning.

Procedure for disinfecting the vehicles **after each use.**

• We are using KBQ-32 sanitizer (1oz KBQ-32 to 32oz water).

• Staff must wear a mask and gloves when spraying the sanitizer.

• Leave the vehicle doors and windows open for ventilation if possible.

• Spray all commonly touched surfaces used to access and control the vehicle (i.e.. door handles, interior door and handle, instrument panel, steering wheel, and seats).

• Let dry for 10 minutes.

• Record date, time and staff initials on log sheets that will be provided.

• This sanitation process will be conducted at the beginning and end of every shift, as well as throughout the day as individuals are picked up and dropped off.

• **Only a limited number of vehicles are in use in Phase One and only 2 -3 individuals**

**(depending on seat capacity) plus the driver are allowed in a van at one time.**

**Office Buildings**

All offices remain closed until further notice except for essential personnel or small groups (1 or 2) individuals we serve for daily activities. All office staff are working from home and need to be checking voicemail on a daily basis. Administrative, program management and leadership employees should continue to telework unless required to return to an office for limited on-site operations. See above for office work guidelines.

All meetings and trainings must continue to be conducted virtually unless there is an in-person requirement. Meetings and trainings that occur in-person must have less than 10 people, including the instructor or facilitator and social distancing is to be observed.

**Admission Procedures for Residential Homes**

• Please refer to the attached Admission Process

• Due to the Covid-19 pandemic, meetings with an approved participant and family member will be completed using skype or zoom.

• Move in date will be determined by The Director of the program with Finance, Property Management, Nursing and House Managers and an Intake Checklist meeting will take place.

• 7 days prior to the move in date a COVID-19 test shall be completed. If the test comes back positive, the move in date will need to be rescheduled. If the test results are negative then move in date process can continue as planned.

• 24 hours prior to the move in date the Nurse will contact the participant and family member to complete the Pre-Screen Tool Questionnaire. Staff will be trained by the

Nurse and House Manager on the participant’s MSFP/PCP/NCP and BP documentation if applicable. Staff will be required to sign training sheets.

• During the first few weeks of residency the family will be encouraged to use alternative method for visitation (Face-time) for communication with the resident allowing time for acclamation.

**Residential Program**

All Arc group homes and personal support houses will continue to operate, and people supported should plan to stay home with the exception of those designated to return

Outdoor activities at group homes are permitted while wearing face masks and social distancing will be enforced. All staff not scheduled to work will contact the manager prior to entering the home to make sure the date and time they want to come is acceptable unless it is an emergency. All travel from the homes needs to scheduled such as attending approved medical appointments, or medical emergencies as well as outings with the manager.

**Residential Visitors**

In home visitation will begin on a limited case by case basis. Virtual or outdoor visits are strongly preferred. If a residence is in quarantine, or a resident or staff has experienced COVID

19 or flu symptoms within 7 days of requested visit, visit will have to be rescheduled. The current phase residential is in will be posted on the Arc of Southern Maryland website at the top of document.

Family members will need to speak to the house manager with their request to visit. They can call the house to ask for the manager cell phone number if needed.

**During Phase 1 of Visitation**

House Manager will facilitate and encourage alternative method for visitation for communication with the participants (i.e. Face-time, skype)

Visit will be encouraged to take place outside the home, (i.e. on porch in yard etc.). Following the **Visit Guidelines** stated below.

**During Phase 2 of Visitation:**

Visit can take place in the home of visitation following the **Visit Guidelines** stated below.

**During Phase 3 of Visitation**:

Visit with 2 or less family members who can take the individual for a car ride, and transport to a doctor appointment. Limited public exposure is highly recommended. Following the **Visit Guidelines** stated below

**During Phase 4 of Visitation:**

Visit with 2 or less family members going to public places or family home. Family member will need to sign out the individual and document where the individual was transported. Following the **Visit Guidelines** stated below

**During Phase 5 of Visitation:**

Overnight visits for individuals going to their family home will be available. Following the **Visit Guidelines** stated below maintaining social distancing and wearing a face mask.

**If during any phase there is an increase in COVID-19 cases these Phase guidelines will be re-evaluated.**

• Staff will remind families not to visit when ill or if they have a known exposure to someone with COVID-19

• Facilitate and encourage alternative method for visitation for communication with the resident (i.e. Face-time, skype) If weather permits visits should take place outside.

* House Manager will inform family member that a pre-assessment must be complete at least 24 hours prior to visitation and they (the visitors) will need to sign a visitation guideline screen tool for the agency.
* The Manager will screen (questionnaire form attached) visitors for fever (above100.0oF) symptoms consistent with COVID-19 or known exposure to someone with COVID-19. Restrict anyone with fever, symptoms, or known exposure from entering the home.
* House manager will schedule a day, time, location, and duration for the visit with the visitor. Visits will be scheduled between 10AM and 7PM for a maximum of one hour. No overnight visits will be permitted.
* House Manager will request that bringing items to the visit will be discouraged due to CDC guideline of Covid-19 path of transmission.
* Visitor will sign form agreeing to visitation guidelines for the agency

**Visit Guidelines**

* Visitors are asked to wash hands or use hand sanitizer before and after the visit. All areas in the home where visitor accessed will be clean after the visit, by staff present.
* Number of visitors limited to 2 at a time
* Wear face mask during the visit at all times
* Physical contact in the form of greeting or goodbye is acceptable.
* House Manager will request visitors to inform the ARC if they develop fever or symptoms consistent with COVID-19 within 14 days of visiting the participant.

**Post Visit**

* Staff and participant should use hand sanitizer during visit.
* Staff and participant will upon entering the home wash their hands
* Staff will document visit in participants communication log located in case worthy.

**During Phase 4 & 5** staff will need to ensure family member report where they were transported or an address where visit took place must be documented for possibly CDC guidelines contract tracing procedures.

**Returning to Community Living Home Procedure**

• Contact family to discuss a return date and the procedures for reentering the residential home.

• Contact team to discuss return

• Ask family to get Covid-19 test for Participant 7 days prior to returning to Residential home. Results of the test will need to be in writing from the ordering physician or a copy of the results off the website with a negative result.

• Nurses will call the family and complete the prescreen tool

• Assessment for symptoms upon arrival at the home will be conducted by Nurse and staff.

• Staff will follow instructions given by nurse.

***\* If test results are positive, the participant will not be able to return to the residential home until results are negative.***

***\* If test results are negative the participant will be isolated for 7 days at a home used by the Arc to isolate participants who are returning. Upon the 7th day if participant is showing no signs of COVID-19 they can then return to the residency.***

**Community Supports**

**Personal supports** will continue and/or resume with services rendered either virtually, in a person’s or family’s home or in very small groups in the community.

**Day program** activities for individuals at home or in our residential homes will continue to be virtual. In person attendance at day programs; participation in **employment and providing transportation** to/from employment site will be determined on a case-by-case basis and will follow these guidelines:

• Small groups, 1 staff and no more than 2 individuals, at a time, will access their community for no more than 2 hours at a time (including transportation).

• Individuals will be paired together based on home residence location, preference of activity and similarity of age and activity level as much as possible.

• Supports will be provided primarily in the community and not in the office or a day program setting.

• Supports will be provided in the individual’s home area so that more time is spent engaging in activities rather than providing transportation.

• Every individual receiving services as well as Arc staff, must wear a face mask throughout the duration of the services. There are no exceptions. Individuals receiving services must provide their own face masks.

• Individuals and staff are not permitted to bring any excess personal belongings with them during support hours. Individuals will be allowed a personal wallet or one small bag containing necessary personal items only.

• A healthcare screening must be performed by staff at least 24 hours in advance of receiving services and must be signed by the individual or legal guardian. If you are scheduled to receive hours, you will be contacted in advance by an Arc staff to complete the paperwork.

• Staff will keep a daily health log for the individuals being served. Upon transportation arrival, temperature will be checked by staff and recorded on the log and individuals will be checked for proper face coverings.

• If an individual, or another person residing in their home, is exhibiting signs and/or symptoms of coronavirus, or other potentially communicable disease, they will not be authorized to receive services until cleared by a medical professional. Any illnesses within the home must be disclosed to The Arc immediately.

* Drivers/staff have been instructed not to accept any passenger for transport if that passenger appears to be ill.

**All meetings will continue to occur virtually unless in person attendance in essential.**

**Related Forms- Please contact your supervisor to obtain these**

• Travel notification (for leaving the area)

• Sanitation log

• Admissions Process (not sure about this one)

• Training Sheets

• Pre-Screen Tool Questionnaire

• Visitation Guideline Screen Tool

• Daily Health Log