

9/1/2020

Community Day Services

COVID-19 Preparedness Plan

631 Nth 48th St
Quincy, IL 62301

Effective 9/1/2020

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Overview

Transitions of Western Illinois is committed to protecting and providing services to Adam's County's most vulnerable populations. The following reopening plan has been finalized and allows for a safe environment for support seeking individuals to return to Transitions Community Day Services program. During our time of closure, a work group convened to plan for safety interventions and program structure changes to promote a safe reopening for individuals, and staff. The following plan outlines program and facility changes to adhere to the Department of Developmental Disabilities regulatory requirements. This plan will be evaluated and revised as state and local health department guidance is updated.

Communications

Copies of this plan will be distributed to individuals and other service providers as appropriate. The most recent version of this document will also be posted on Transitions website at www.twi.org. Major changes in program attendees, basic operations, transportation routes, closures of programs will be communicated to the families by their assigned case manager. If at any time an individual has questions regarding the plan or basic operations, it is suggested that they first direct those questions to their case manager.

General Program Operations

Hours of Operation: New Horizon's CDS will be open Monday-Friday between the hours of 8:15am – 2:15pm.

Drop off and Screening: Individuals that are dropped off by a support person or who transport themselves will not be allowed entry into the CRC building until 8:15am. Please do not drop off individuals prior to this time. Individuals will be asked to avoid congregating outside of entry ways. Each individual dropped off must first check in at the front office to be screened before going to their designated locations. All dropped off individuals will have their temperatures checked prior to entering the building. Any individual with a temperature of 100.0 degrees or higher will be immediately returned to the vehicle and sent home. **Drivers for the individuals will need to wait until the individual passes the initial screening before leaving the CRC premises.** Upon entry into the building, each individual must clean their hands with hand sanitizer or a hand sanitizing wipe if available.

Assignment to Designated Pods and Groups: New Horizon's leadership staff have redesigned the program in an effort to minimize a consumer and a staff's risk of exposure. Three pods have been created within the physical structure of the 48th Street building. Each pod will have a programming area, access to a kitchen area, access to bathrooms, an isolation room for anyone experiencing COVID like symptoms while at New Horizons and a separate entry/exit area. Consumers will be assigned a pod location and will need to access the facilities only within their assigned pod location.

Group Assignment: Individuals will also be assigned to a group. The State has mandated that groups can consist of no more than 10 people including staff. Groups will be discouraged from congregating or gathering

together. TWI recognizes the need for socialization and will be exploring ways for groups to interact safely including the use of technology.

Lunch, Storage, and Water: Access to lockers, refrigerators, and water fountains will be eliminated. Each consumer will have a portable cubby in their programming area that is approximately 12 x 12 in size and they will be encouraged to store their lunch boxes in their cubby. New Horizons is recommending that consumers minimize the amount of items they bring to the program. It is also recommended that each individual bring their own water bottle or drink container as water fountains will be shut off at this time. Any cold lunches brought into the program will need to have ice packs to preserve the lunch as access to refrigerators is limited at this time.

Eligibility to Return to CDS

In order to reduce the risk for infection at Community Day Services, the State of Illinois has issued statewide guidance for community agencies like Transitions that we must meet. As a result, we anticipate that not all individuals will be able to return to facility-based services at 48th Street.

Prior to an individual's return to the facility based CDS site the following safety criteria must be met:

- The individual, their guardian and/or the ISC has had a conversation with the TWI case manager about the risks and benefits of returning to the facility based day program. The case manager will explore the individual's concerns and comfort level with returning to the facility based CDS site. Other topics of discussion will include changes in the individual's life since the CDS closure and the individual's health status. The case manager will document the discussion on the "Illinois Risk Benefit Tool."
- The individual has expressed a desire to return to CDS and the guardian in support of this choice.
- The individual must be cooperative with having their temperature taken.
- The individual must be cooperative with maintaining social distancing.
- The individual must be cooperative with wearing a face mask.

For individuals meeting the above criteria, reentry into the CDS program will be effective 9/1/2020 as long as DDD mandated maximum occupancy allows for capacity and Transitions program management believes we can safely accommodate an individual's return.

Individuals who do not meet safety criteria and have expressed an interest in returning to the facility based CDS will be placed on a waiting list. On a monthly basis, the TWI case manager will discuss with the individual, the guardian and other interested parties how the individual's situation has changed to meet safety criteria mentioned above. If the team recommends a return to CDS and the maximum occupancy limits have not been reached, the individual will be notified by the case manager. The case manager will create a plan with the individual to allow for reentry into the program based on the individual's comfort level, goals and interests.

Transportation Safety Plan

Transitions is committed to protecting the staff and individuals that participate in services and to slowing the spread of COVID-19 when using transportation. Transportation routes and times will be different as safety

measures are implemented to reduce the spread of infection. Transitions is still offering transportation services for individuals who attend the New Horizon's program; however, **we are asking that families consider transporting individuals to and from the day program site in an effort to reduce confined exposure while on a bus or van.** If an individual does ride the Transitions bus, the following guidelines will be followed:

- Prior to the start of any route and at the conclusion of the route, the driver will disinfect and sanitize the vehicle using only cleaning products approved by the CDC to minimize the spread of COVID-19.
- Upon arrival to an individual's place of residence, the driver will meet the individual outside the vehicle and will perform a screening. Any individual riding the transitions vehicle must be screened for COVID-19 symptoms prior to entering the vehicle. This screening will include taking the temperature of the individual. If an individual has a temperature of 100.4 or above, they will not be allowed to enter the vehicle or participate in day programming services until they have been fever free for 72 hours. The driver will also ask the individual or the individual's care taker if they have experience any COVID symptoms within the last 24 hours or have had exposure to anyone who has known COVID-19 symptoms within the last 24 hours. If an individual appears to be ill or have COVID like symptoms during the time of pick up, the individual will need to stay home from CDS programming and can return once symptom free.
- Individuals requiring transportation must use hand sanitizer prior to entering or exiting the vehicle. Each vehicle will have a bottle of hand sanitizer for the drivers to distribute at each stop.
- Upon entry to the vehicle, individuals will need to don a face mask that covers both their nose and mouth. The face mask must be worn for the entirety of the route during transportation. Drivers will also be masked during all transportation routes. TWI is unable to supply face masks to all individuals. Individuals will need to bring their own clean face mask and it is recommended that all face masks be labeled with the individual's name or initials. It is highly recommended that individuals bring a spare face mask in a Ziploc bag to store in their cubby space at CDS in the event that they misplace their mask.
- If an individual can ambulate and can do so without assistance, the driver will step away and allow for social distancing while the individual loads. If an individual requires assistance with loading due to ambulation issues, unsteady gait, or a wheelchair, the driver will ensure that they have a face mask on and are wearing gloves. The driver will practice social distancing to the best of their ability when loading a wheelchair. They will not be within 6 feet of the individual in the wheelchair unless pushing the chair, loading/unloading the chair, or engaging wheelchair tie down straps. Staff will attempt to limit the amount of time spent within 6 feet of an individual in a wheelchair to under 15 minutes.

Staff will be mindful of social distancing when transporting to and from the New Horizon's program during any other transportation including to community activities. All individuals will maintain social distancing from other individuals. When transporting, all individuals will be staggered in rows with only one individual in each row. Exceptions to this can be made when transporting Individuals who live in the same home or congregate care setting. Individuals who do not reside together cannot sit next to each other.

Pick up and drop off locations at the CRC building have changed. Each individual will be assigned a designed pick up and drop off location corresponding to their pod assignment. Case managers will notify individuals and guardians prior to re-entry into the program of the assigned pick up/drop off locations as well as new route times.

Pick Up/ Drop off Locations at the 48th street building will be as follows:

- Side Entrance (North Side of the Building)
- Back Entrance by the case manager hallway (West Side of the building)
- Front Entrance by the laundry department (East Side of the building)

If a support person is transporting an individual to and from the program, we ask that the individual is transported to/from their assigned pick up/drop off location.

Preventing the Spread of Infection Safety Plan

Screenings

In an effort to minimize the spread of the infection and to keep our consumers and staff safe, TWI has implemented a screening procedure prior to entry into any of our programs. Upon arrival to the building, a visual aid will be posted on the doors informing the public that COVID screenings are conducted at this site.

After a COVID screening has been completed, anyone entering the building will be required to use hand sanitizer located at each screening site.

For the protection of everyone, TWI asks that any person feeling ill or sick remain at home.

Each consumer arriving from public transportation or from a support person, each staff, all vendors and delivery person must be screened. The screenings will include taking having one's temperature taken and asking each person if in the last 14 days they have experienced any of the following symptoms:

- Fever/ Temperature greater than 100.4
- New or worsening cough
- Loss of taste/Smell
- New shortness of breath/trouble breathing

In addition, the screening questions will include in the past 14 days have you

- Been in close contact with anyone who has experienced the above symptoms
- Do you or anyone in your family have a pending COVID test or a positive COVID test?

If anyone being screened answers yes to the above questions or exhibits a temperature greater than 100.4, they will be asked to leave the facility and will not be allowed in the building. If a consumer is unable to pass

the screen, family/support person/service provider etc. will be notified and will need to pick up the consumers immediately.

Developing Signs of Illness during the Day

If throughout the day, a consumer or staff member exhibits COVID like symptoms or has a temperature of 100.4, they will be separated from others in an isolation room that has been designated for potentially infected individuals only. Each pod will have an isolation room that is to be used for the purpose of isolating potentially ill staff or consumers from others. Any staff that is present in the isolation room for the purpose of providing supervision, evaluation or support must don PPE that includes wearing a face mask, a face shield, an isolation gown, gloves and a face shield. The PPE will be discarded in a trash can that is designated for PPE used when caring for a suspected COVID person. Upon isolation, the person will have their temperature taken again for confirmation of a fever.

Additionally, if a consumer exhibits COVID like symptoms or has a fever, the case manager will notify the family or residential provider and arrange for transportation home. Any consumer exhibiting a fever will not be able to return to CDS until they have been fever-free for 72 hours without the use of a fever reducing medication.

If a staff member exhibits any COVID like symptoms or has a fever of 100.4 or greater, they will also be moved to the isolation room and will consult with the COVID hotline for further directions. Any staff exhibiting a fever greater than 100.4 will be unable to return to work until they have been fever free for 72 hours without the use of a fever reducing medication. Staff may be asked to leave work as a result of symptoms exhibited or the guidance of the COVID hotline.

Anytime the isolation room is used, it must be cleaned and disinfected thoroughly. Staff cleaning the room are required to use PPE including face masks and gloves for their protection. Staff will notify the Director of DD Services regarding any consumer or staff sent home for COVID like symptoms.

Social Distancing Plan

Social distancing is deliberately increasing the physical space between people to avoid spreading illnesses. Each programming or workshop area will maintain social distancing standards. The following measures will be taken to allow for social distancing:

- All unnecessary furniture will be removed from workshop and programming areas.
- Small group interactions will be limited.
- Eliminate circle tables and utilize long tables.
- All tables and chairs will be spaced apart a minimum of 6 feet.
- Visual cues will be placed in all commonly used areas and areas where lines commonly form including near restrooms, copy machines, while waiting for screenings etc. These cues may include wall signs, tape and/or other markers on the floor.
- Breaks and meal periods will be taken in programming areas when able.

- Waiting in foyers, chairs lined against the wall, benches outside the agency in large groups or crowding around entrances/exits will no longer be permitted. To encourage social distancing, individuals will need to wait in their designated programming areas for transportation. A DSP will notify the individual when their transportation is ready to be loaded.
- When applicable, physical barriers will be installed to promote social distancing.
- All CDS staff will complete a training on social distancing prior to the 9/1/2020 reopening date. This training will occur on an annual basis.
- Every individual accepted into the CDS program will have completed a training on social distancing to gain a better understanding of the benefits of remaining socially distant.
- Activities in the group rooms will take into account the need for socially distancing. Activities that require multiple points of contact such as a ball toss will be eliminated from the day programming.
- Social distancing will be maintained when transporting individuals to activities, programs, medical appointment, to/from places of residence etc. There may be expectation to this is if individuals are being transported together and also live in the same home together.
- Staff who provide direct personal care will limit the amount of time in close contact with the individuals. Staff will utilize all proper PPE including face masks, gloves and goggles or face shields.
- Physical barriers may be installed if needed to maintain and promote social distancing.

Infection Control Plan

Hand Hygiene

Hand sanitizer or hand sanitizing wipes will be located at every designated building entrance, on every vehicle and all pod locations. Staff and individuals will be encouraged to use the sanitizer or wash their hands multiple times throughout the day. Staff will implement a hand hygiene schedule to practice hand hygiene. Additionally, Staff and consumers must clean their hands prior to eating or after using the restroom. Signs and visual aids to promote healthy hand hygiene are posted throughout the building. Effective hand washing must be for at least 20 seconds.

Masking and Gloves

All staff and individuals **must** wear a face mask while attending the New Horizon's program or working in the sheltered workshop. Wearing a face mask is a requirement during all times in the program in addition to social distancing. If a consumer refuses to wear a mask while at CDS, the case manager or staff present will encourage the individual to comply. If the individual will not cooperate with face mask wearing, the case manager will notify the support person and the individual will be asked to leave the program for the day. The case manager will follow up with the guardian/support person/individual and will identify ways for the individual to be successful with wearing the face mask.

In addition to direct care, staff will wear gloves when cleaning areas, doing personal care, and when caring for anyone who has a fever or exhibited COVID like symptoms. After removal of gloves, hands should be washed for at least 20 seconds with soap and water.

Cleaning and Disinfecting

In an effort to reduce the cleaning time and maintain focus on CDS programming, some aspects of New Horizon's may take on a different appearance. Prior to reopening, all pod locations will have non-essential items such as rugs, clutter, extra furniture removed from the areas to reduce the amount of time needed for cleaning. Water fountains will no longer be operational. It is recommended that water bottles be brought daily. Lockers will not be in use at this time and will be taped off. Any items that are brought into the CDS building will need to stay with the individual or in a designated cubby located within their pod. It is recommended that individuals only bring their lunch boxes as storage is limited.

Staff will perform routine cleaning and disinfecting of the vehicles, highly touched surfaces and of pod locations. Gloves will be worn for routine cleaning and disinfection. Staff will clean surfaces using soap and water or a CDC approved cleaning agent, then will use disinfectant. If an EPA approved disinfectant is not available, cleaning will be done using a bleach solution. The solution will consist of mixing 5 tablespoons (1/3rd cup) bleach per gallon of room temperature water.

Routine cleaning of frequently touched surfaces will occur. Frequently touched surfaces include tables, doorknobs, light switches, countertops, handles, coffee makers, microwaves, desks, phones, keyboards, toilets, faucets, sinks, electronics, phones, wheelchairs or other assistive mobility devices etc.

A full cleaning and disinfecting of surfaces will occur prior at the end of the program. Items that are used for activities such as paint brushes must be sanitized after each use. Vehicles must be cleaned and disinfected after each trip. Any reusable PPE will be cleaned and sanitized after each use. Staff assigned to the room or the vehicle will be responsible.

PPE

Transitions has created a stockpile of PPE to be used at the time of reopening and will utilize a tracking system to anticipate additional PPE and infection control needs. Individuals will need to supply their own mask and it is recommended that they bring a spare mask in a Ziplock bag to utilize if needed. The New Horizon's DSP supervisor will monitor the PPE inventory and re-stock as appropriate. TWI will utilize a burn rate tracker to alert program staff to reorder PPE supplies.

Visitors

At this time, TWI is limiting visitors for both individual and staff. This includes food delivery and other non-essential visitors. In the event that a consumer must have a visit while at CDS, that visitor will need to call ahead and speak with the case manager to arrange a time for the visit. The case manager will inform the visitor of TWI's screening requirements and will notify the pod staff of the visit. The visit will occur outside weather permitting or in an area of the building that allows for social distancing. All visitors will be required to wear a mask, be screened and practice hand hygiene prior to the visit.

At this time, all tours of the program will occur virtually. TWI will continue to monitor the infection rate in the county and adjust policies based on CDC and local health department guidance.

COVID-19 Exposure

In the event that a consumer or staff who has been in the New Horizons program is identified as being COVID positive and has ridden on the a Transitions' vehicle, that vehicle will be taken out of operations immediately upon notice of the COVID positive result. The vehicle can only be used after it has been deep cleaned and sanitized.

In the event that a consumer or staff has been identified as COVID positive, Transitions will immediately notify the Adams County Health Department, Illinois Department of Public Health and other licensing and accrediting agencies as needed. Transitions will work in conjunction with the local health department to notify consumers and staff who are identified as having been exposed. Additionally, in the event that a COVID positive consumer or staff is identified, the assigned pod will be closed to all programming until the area can be deep cleaned.

Training and Support Plan

Staff and individuals will all participate in training on the following infection control areas:

- Hand hygiene
- Emergency Preparedness Plan
- Social Distancing
- Proper use of PPE
- Cleaning and Disinfecting
- Recognizing the signs and symptoms of COVID-19

Community Based Support Plan

TWI is committed to promoting community integration in a safe and socially distant manner. Each pod location will have a pre-prepared bag that contains extra PPE, hand sanitizer, soap, hand towels, and other necessary items to safely access the community. Prior to going into the community, staff will review with the consumers the expectations regarding social distancing, hand hygiene, mask wearing and other pertinent safety guidelines. Prior to attending a community activity, staff will call ahead to determine the maximum capacity for the activity and the off-peak times to attend the outing. If a community setting is at maximum capacity upon arrival, staff will contract the DSP Supervisor for guidance. Prior to reentering the CDS building, each consumer and staff must clean their hands using hand sanitizer.

While in the community, social distancing and proper hand hygiene will continue to be encouraged and maintained. In the event that an individual needs to use a public restroom, they must clean their hands prior

to using the restroom with hand sanitizer or wipes and after using the restroom. Individual may carry their own hand sanitizer, use community sanitizing stations, or New Horizons staff will provide sanitizer.

In the event that an individual begins exhibiting COVID like symptoms while on a community outing, staff will attempt to isolate the individual from the group and call the program nurse on call for direction. In the event that a staff member exhibits COVID like symptoms while on a community outing, staff will notify their immediate supervisor for direction and assistance.

TWI will revise and update this document as needed, based on accrued experience, new information, and future guidance from CMS, IDPH and CDC.