



Where it All Comes Together
for a Better Future

COVID-19 CONTROL PLAN

UPDATED 7-30-20

Habilitation Assistance Corporation has developed the following written control plan, which outlines how the company will comply with the mandatory safety standards for operation in the COVID-19 re-opening period.

This plan is the MASTER PLAN that includes information relating to all four of the company's program locations (Weymouth, Plymouth, Pocasset, South Yarmouth), the Administrative Office (Plymouth) and transportation services. A hard copy of this plan will be available at the Administrative Office (Director of Compliance office) and at each program location (Director's office) to be readily available as a resource in case of an inspection or outbreak. This plan will also be available on the company's website.

BUSINESS INFORMATION

Company Name: Habilitation Assistance Corporation

Administrative Office Address: 434 Court Street, Plymouth, MA 02360

Administrative Office Telephone: 508-746-7433

Company Owner/Contact: Allen C. Eddy **Telephone:** 508-612-9999

Associate Executive Director: Patricia M. O'Mahoney Telephone: 774-283-5902

Human Resource Director: Jodie Cash **Telephone:** 508-612-9998

Director of Compliance: Lynda O'Brien Telephone: 508-317-1891

Director of Transportation: Mike Eddy Telephone: 508-612-9990

PROGRAM LOCATIONS AND CONTACTS

Plymouth Access Center

436 Court Street

Plymouth, MA 02360

Program Director: Meg Dorsey

Office telephone: 508-747-2176

Cellphone Number: 508-762-2054

Mid-Cape Access Center

43 Long Pond Road

South Yarmouth, MA 02664

Program Director: Stephanie Butler

Office telephone: 508-760-9770

Cellphone: 774-283-5126

Upper Cape Access Center

25 Barlow's Landing Road

Pocasset, MA 02559

Program Director: Caitlin Jones

Office telephone: 508-564-5101

Cellphone: 508-367-3436

Weymouth Access Center

320 Libbey Industrial Parkway

Suite 100

Weymouth, MA 02189

Program Director: Ellen Burgio

Office telephone: 781-848-6466

Cellphone: 774-454-8236

IMPORTANT NOTE: This plan will be revised and updated to adhere to all state COVID-19 requirements for day habilitation and transportation services. Recommendations from state agencies such as MassHealth, Department of Developmental Services (DDS), the Department of Public Health (DOH) and Human Services Transportation (HST) will be considered in the development and/or revision of this plan.

This plan covers the following areas:

- Preparedness and Planning
- Staffing and Operations
- Group Sizes and Ratios
- Screening and Monitoring of Participants and Staff
- Isolation and Discharge of Sick Participants and Staff
- Hygiene and Health Practices
- Personal Protective Equipment (PPE) and Face Coverings
- Cleaning, Sanitizing, and Disinfecting
- Strategies to Reduce the Risk of Transmission
- Transportation
- Food Safety
- Participants Requiring Additional ADL Support

Preparedness and Planning

As a part of planning and preparing for the re-opening of our Administrative Office and on-site day habilitation services, the following actions have been taken:

- All locations have been cleaned, sanitized and cleaning plans/checklists developed and posted
- All company vehicles have been cleaned, sanitized and cleaning plans/checklists developed and posted
- All employees have completed COVID-19 trainings and will be required to complete on an annual basis until further notice
- All locations have posted the following information:
 - COVID-19 protocol notice posted at the entrances
 - Notification that face masks are required
 - Handwashing protocol
 - Social Distancing of at least 6 feet whenever possible/appropriate
 - COVID-19 mental health assistance information
 - No Visitor policy
 - No-contact deliveries accepted outside of the building
 - Mandatory sign in/out log for contact tracing
- Safety protocols for cleaning/sanitizing have been established
- Personal Protective Equipment (PPE) has been secured and staff has been trained on the proper techniques of donning and doffing PPE as part of COVID-19 training.
- PPE Inventory Plan has been developed for control and obtaining essential PPE and cleaning supplies
- In order to maintain social distancing, numbers of people per areas have been established and posted throughout the program area and office.
- Adequate supplies for handwashing have been secured and will be controlled as part of the PPE Inventory Plan
- There is adequate accessibility for handwashing at each location.
- Plans are in place regarding Screening and Isolation, Contact Tracing, Lunches and Snacks, Updated Visitor and Deliveries Protocol, Updated Medication Administration Protocol, Sharing Information and Guidance with Caregivers and Families, Site Preparedness

Staffing and Operations

All staff members are required to complete our online COVID-19 trainings (which are accessible by the employee's self-service in PayCom). The trainings include:

- an overview of COVID-19,
- safety protocols to be followed to prevent the spread of the virus
- universal health precautions/ Bloodborne Pathogens
- handwashing/hygiene protocols
- completing a self-assessment
- what to do if showing symptoms while at work
- return to work policy following symptoms of COVID-19

To continue business operations, the company has established the following staffing guidelines.

Administrative Office Staffing and Operations: Staffing at the Administrative Office will be limited in capacity and therefore, **will not exceed 15 people at any given time.**

Staff schedules will be staggered to accommodate this limited capacity.

Administrative personnel who are able to work remotely will continue to do so in order to minimize the number of people in the office space.

Operations at the Administrative Office will incorporate the following guidelines:

- Face masks are required throughout the building in common areas. Masks may be removed when a staff member is in his/her office space and a minimum of 6 feet from others can be consistently maintained.
- In-person meetings shall be avoided and used only when necessary.
- Online conferencing, email or the phone will be used when possible, even when people are in the same building.
- Unavoidable in-person meetings should be short, in the large conference room where people can sit at least six feet from each other.
- Shaking hands is prohibited.
- Nonessential meetings, gatherings, workshops and training sessions will be cancelled or postponed
- Staff will not congregate in offices or conference rooms, kitchen area, near copier, any other areas where people socialize.
- Staff must maintain at least six feet apart when possible.

- All staff should bring their own lunch to work each day and eat at his/her own desk or away from others to avoid congregating as a group. Each staff person is responsible to clean and sanitize high contact surfaces (such as telephone, computer, desktop, doorknob, etc.) in his/her own office area.
- Each staff person is responsible to sanitize (with sanitizing wipe) shared equipment such as copier machine before and after each use.

Program Staffing and Operations:

Program staffing levels will be based on the guidelines from MassHealth during the re-opening phases.

Our day habilitation programs will be a hybrid model of on-site services and telehealth services.

Operations at our day habilitation programs will include the following:

- Limiting the number of members on-site
- Members who are able should wear a face mask. Breaks to remove the masks while socially distancing will be scheduled throughout the day.
- Provide telehealth services to members at home to help limit number of individuals on-site
- Ensure 113 sq ft of usable program space is available for each person (including staff) in the program
- Limited visitor policy to prevent possible exposure to the virus
- Avoid in-person meetings such as DHSP/ISP meetings
- Use online conferencing, email or the phone whenever possible to avoid close contact meetings
- Unavoidable in-person meetings should be short and where people can sit at least six feet from each other.
- Avoid shaking hands.
- Staff members should not congregate in work rooms, pantries, copier rooms or other areas where people socialize.
- Keep six feet apart whenever possible.
- Members will bring lunch and eat in their program areas and away from others (no lunchrooms or congregating as a group).
- Members' personal belongings will be stored in separate locations to avoid contact with items belonging to others.

Group Sizes and Ratios

Group sizes and ratios within our day habilitation programs will be determined based on guidelines provided by MassHealth. The number of people allowed in each program area will be posted in each area.

Based on the current guidelines, **Day habilitation services** will be re-opening in a phased approach beginning with a maximum number of people limited 113 sq ft of usable space per person. Therefore, for the initial start of services, the following limitation will be in place:

| Location | Based on 113 sq ft per person, the TOTAL number of members and staff allowed in the usable program space |
|------------------------------|---|
| <i>Plymouth</i> | 38 |
| <i>Pocasset</i> | 42 |
| <i>South Yarmouth</i> | 35 |
| <i>Weymouth</i> | 54 |

The staff-to-member ratio will be adjusted in accordance to MassHealth policies as well as adjusted to ensure adequate staffing to carry out all safety and cleaning protocols.

At this time, the total number of people allowed in the Administrative Office is 15.

Screening and Monitoring of Participants and Staff

For STAFF:

Prior to leaving home to come to work, staff must conduct a self-assessment based on current guidance from the CDC and EOHHS. If he/she is experiencing symptoms noted or is at risk of having COVID-19 due to possible exposure, he/she must notify his/her supervisor and do not report to work.

Symptoms may include the following:

- A temperature of 100.0 degrees or higher
- Chills or sweating
- Difficulty breathing
- New episodes of coughing or a worsening cough
- Sore throat
- Whole body aches
- Vomiting
- Diarrhea

In addition to checking for possible symptoms of COVID-19, each staff person must be able to answer “NO” to the following questions. If any of the answers are “YES”, he/she must contact his/her supervisor and do not report to work. The questions are:

IN THE PAST 2 WEEKS, DID YOU:

-have close (within 6 feet) contact with a person who has tested positive for COVID-19?

-travel internationally?

-travel out of state to a state that requires quarantining for 14 days upon return to Massachusetts?

-visit or live in a place where COVID-19 is widespread?

As a part of this screening process, you will be required to attest that the information provided is accurate. Additionally, you will need to confirm that you have completed all required trainings and will follow all protocols outlined in the trainings.

If a staff person begins to show symptoms of COVID-19 as described by CDC and/or EOHHS, the staff person should immediately notify his/her supervisor, who will relieve him/her of his/her duties as soon as possible. The staff person will be sent home and should contact his/her health care provider for direction. A clearance to return to work (“fit for duty”) must be provided by the health care provider in order for the staff person to return to work.

For PROGRAM PARTICIPANTS: (Screening and Monitor continued)

Prior to leaving home to come to the program, the member must complete a daily health assessment (with the assistance of family member and/or support staff, if applicable). If the member is experiencing any of the symptoms noted or at risk of having COVID-19 due to possible exposure, he/she must notify his/her program director and do not report to program. Symptoms may include:

- A temperature of 100.0 degrees or higher
- Chills or sweating
- Difficulty breathing
- New episodes of coughing or a worsening cough
- Sore throat
- Whole body aches
- Vomiting
- Diarrhea

In addition to checking for possible symptoms of COVID-19, the member must be able to answer “NO” to the following questions. If any of the answers are “YES”, he/she must contact his/her supervisor and do not come to program.

The questions are:

IN THE PAST 24 HOURS, HAVE YOU:

-have you taken any medications (either over-the-counter or prescription) to relieve/minimize symptoms consistent with COVID-19?

IN THE PAST 2 WEEKS, DID YOU:

-have close (within 6 feet) contact with a person who has tested positive for COVID-19?

-travel internationally?

-travel out-of-state to a state that requires a 14-day quarantine upon return to Massachusetts?

-visit or live in a place where COVID-19 is widespread?

As a part of this screening process, an attestation by either the member or family member/residential staff on the member’s behalf that the information provided is accurate will be required.

Upon arrival at the program, members should remain in their vehicle. The program nurse will conduct a visual assessment of the member to check for visible symptoms such as a cough, flushed face indicating possible fever and to receive an attestation from the member and/or driver that a self-assessment was successfully completed. Initials on the “Member’s Daily Checklist” form will confirm successful completion.

Program staff will monitor the members throughout the day for possible symptoms of COVID-19. If symptoms appear, the program nurse should be notified immediately in order to complete a thorough health assessment and determination if further action is needed.

Additionally, the program nurse will conduct temperature checks of all members and assess symptoms every mid-day and will document findings on the "Member's Daily Checklist" form.

Nurses will conduct a visual assessment at dismissal time of each member prior to the member leaving the program to board a vehicle to return home. If symptoms are noted and member is not a single-trip, the member will not board vehicle and will be moved directly to isolation area for monitoring and to arrange for transportation home.

Isolation and Discharge of Sick Participants and Staff

In each of the programs, an isolation area has been identified. The isolation area will be used by a person who is exhibiting symptoms of COVID-19 and is awaiting transportation to return home or to a health care facility. A monitor will be assigned to the isolation area when occupied by a member.

The Isolation Areas for each program are labeled as such and are located:

- ❖ **Plymouth:** Room 5
- ❖ **Pocasset:** Conference Room
- ❖ **South Yarmouth:** Small conference room (left side of large conference room) adjacent to the lobby
- ❖ **Weymouth:** Small room across from cleaning closet and copier room

A staff member who may be exhibiting symptoms of COVID-19 must notify his/her supervisor immediately, who will relieve him/her of her duties as soon as possible. The staff person will be sent home and should contact his/her health care provider for further direction. The need for a COVID-19 test will be at the discretion of the health care provider. A clearance to return to work (“fit for duty” report) must be provided by the health care provider in order for the staff person to return to work.

If a staff member is unable to drive him/herself home due to feeling ill, he/she will wait in the Isolation Area until transportation is arranged and available.

Any member who is exhibiting symptoms of COVID-19 will be moved to the Isolation Area to await transportation home. The residence will be notified and requested to come pick up the member to transport home. If the member is exhibiting acute symptoms such as shortness of breath, difficulty breathing, and/or chest pains, 911 will be called.

A member who has been sent home (or to the hospital) must contact his/her physician. The member must receive medical clearance from his/her healthcare provider in order to return to the program.

With the use of our contact tracing, any individuals that may have been exposed to some exhibiting symptoms of COVID-19 will be notified. In the event that a member or staff person tests positive for COVID-19, all members and residences will be notified (as well as MassHealth, the local Board of Health, and the Department of Developmental Services.)

Hygiene and Health Practices

The company was secured an adequate supply of hygiene products needed for staff and program participants to frequently complete handwashing. In addition, supplies of hand sanitizer contain at least 60% alcohol are readily available through the workplace.

Each program has adequate number of bathrooms to allow for frequent handwashing.

Handwashing is limited to the restrooms and should not be done at sinks where food is prepared.

Posters reminding staff of proper handwashing techniques are displayed in the programs.

Personal Protective Equipment (PPE) and Face Coverings

Face coverings are required both inside and outside of the buildings whenever social distancing of at least 6 ft (or two arm lengths) is not possible. Face masks must be worn while walking through common areas such as the program areas or Administrative Office even if 6 ft of distancing is possible.

NOTE: Masks may be cloth and should be washed at least daily. Masks should not contain any offensive and/or political statements or images that detracts from the purpose of wearing the mask.

Personal Protective Equipment (PPE) is available at each of our program locations. This equipment includes: face shields, goggles, disposable face masks, disposable gowns, washable smocks, disposable gloves.

PPE will be stored in a locked area of the program for inventory control. Programs will maintain adequate supply (i.e., at least one month's supply) at all times. A minimum of weekly inventory check will be completed and documented to ensure sufficient supply amounts are always maintained.

Staff has been trained on the proper donning and doffing of PPE. PPE will be donned and doffed in the program area in which being used to prevent any possible contamination to other program areas. Disposable PPE will be disposed of in waste receptacles located in each program area. Washable smocks will be removed in the program area and placed in a plastic bag to be brought to the washing machine. Used washable smocks will be laundered daily.

Staff are required to wear goggles/face shield, a face masks, disposable gloves, and a smock (or other approved covering) will assisting members with feeding, ADLs, and personal care.

Cleaning, Sanitizing, and Disinfecting

Our goal to keep all members and staff health and safe is reliant on our ability to properly clean, sanitize and disinfect our work/program areas. Therefore, with this goal in mind, the following protocols have been developed and must be followed.

Resources and Supplies: Below is information about what supplies must be used for cleaning, sanitizing, and disinfecting.

1. All of our programs and transportation services must use EPA-registered disinfectants and sanitizers for use against COVID-19. A list of the current EPA-registered disinfectants used against COVID-19 can be found on the EPA website: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19> . Staff using these products must follow the directions on the label, including ensuring that the disinfectant or sanitizer is approved for that type of surface (such as food-contact surfaces).
2. When EPA-approved disinfectants are not available, a bleach solution can be used at a mixture ratio of 1/3 cup of household bleach added to 1 gallon of water OR 4 teaspoons bleach per quart of water, or 70% alcohol solutions.
3. All bleach and water dilutions must be freshly mixed every 24 hours. Bleach solutions must be prepared daily to ensure their ability to safely sanitize or disinfect. When preparing sanitizing or disinfecting dilutions always add bleach to water. This helps to avoid bleach splashes caused by adding water to bleach. Use either the sanitizing or the disinfecting dilution as specified above. At the end of the day, bleach and water solution may be disposed off in a sink or toilet.
4. Many cleaning agents can be irritants and trigger acute symptoms in members and staff with asthma or other respiratory conditions. Programs must not prepare cleaning solutions in close proximity to any members or other staff.
5. Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Unexpired household bleach will be effective against COVID-19 when properly diluted. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
6. Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute.
7. Programs shall use safe cleaning, sanitizing, and disinfecting solutions and members should never be present when mixing solutions.

8. Only single use, disposable paper towels shall be used for cleaning, sanitizing, and disinfecting. Sponges or cleaning towels shall not be used for sanitizing or disinfecting.
9. All sanitizing and disinfecting solutions must be labeled properly to identify the contents and date mixed, kept out of the reach of members, and stored separately from food items. Do not store sanitizing and disinfecting solutions in beverage containers.
10. Avoid aerosols, because they contain propellants that can affect breathing. Pump or trigger sprays are preferred.

Proper Usage: Proper guidelines must be followed when cleaning, sanitizing, and disinfecting.

1. All sanitizing and disinfecting solutions must be used in areas with adequate ventilation and never in close proximity to members as to not trigger acute symptoms in members with asthma or other respiratory conditions. Do not spray chemicals around members. If possible, move members to another area or have someone distract them away from the area where a chemical is being used.
2. To ensure effective cleaning and disinfecting, always clean surfaces with soap and water first, and then disinfect using a diluted bleach solution, alcohol solution with at least 70% alcohol, or an EPA- approved disinfectant for use against the virus that causes COVID-19. Cleaning first will allow the disinfecting product to work as intended to destroy germs on the surface.
3. Use all cleaning products according to the directions on the label. Follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfection products.
4. Surfaces and equipment must air dry after sanitizing or disinfecting. Do not wipe dry unless it is a product instruction. Careful supervision is needed to ensure that members are not able to touch the surface until it is completely dry.
5. Programs must store all chemical products in a safe and secure manner and limit access of chemical products only to those staff or members who have been trained to use them.
6. Keep chemicals in their original containers. If this is not possible, label the alternate container to prevent errors.
7. Do not mix chemicals. Doing so can produce a toxic gas.

General Guidelines for Cleaning, Sanitizing, and Disinfecting: The following general guidelines for cleaning, sanitizing, and disinfecting must be adhered to.

1. Intensify all routine cleaning, sanitizing, and disinfecting practices, paying extra attention to frequently touched objects and surfaces, including doorknobs, bathrooms and sinks, keyboards, and bannisters.
2. Clean and disinfect activity items used by members more frequently than usual
3. While cleaning and disinfecting, staff must wear gloves as much as possible. Handwashing or use of an alcohol-based hand sanitizer after these procedures is always required, whether or not gloves are used.

Cleaning, Sanitizing, and Disinfecting Indoor Areas: These guidelines must be followed for cleaning, sanitizing, and disinfecting indoor areas.

1. Books, or other paper-based materials such as mail or envelopes, are not considered a high risk for transmission and do not need additional cleaning or disinfection procedures. Books or other paper-based materials that are heavily soiled or damaged should be disposed of.
2. Items that are contaminated by body secretions or excretions must be set aside until they are cleaned by hand by a person wearing gloves. Clean with water and detergent, rinse, sanitize with an EPA-registered sanitizer, and air-dry or clean in a mechanical dishwasher.
3. For electronics, such as tablets, touch screens, keyboards, and remote controls, remove visible contamination if present. Alcohol-based wipes or sprays containing at least 70% alcohol should be used with electronic devices (in accordance with manufacturer's directions), wait at least 1 minutes before drying the surface thoroughly or to allow to air dry.

Cleaning, Sanitizing, and Disinfecting Outdoor Areas: These guidelines must be followed for cleaning, sanitizing, and disinfecting outdoor areas.

1. When visiting communal parks with our members, staff must be prepared (i.e., have all necessary supplies) to clean and disinfect high touch surfaces.
2. High touch surfaces made of plastic or metal, such as hand railings, tables and benches, must be frequently cleaned and disinfected prior to use. Note: It is not required to clean and/or disinfect wooden surfaces.

Cleaning, Sanitizing, and Disinfecting After a Potential Exposure in Day Programs: If our program(s) suspects a COVID-19 potential exposure, this cleaning and disinfecting protocol must be followed:

1. Close off areas visited by the member suspected of COVID-19. Open outside doors and windows and use ventilating fans to increase air circulation in the area.

Wait 24 hours or as long as practical before beginning cleaning and disinfection. An alternative space within the program must be used while areas are out of use for cleaning and disinfecting.

2. Program staff will be responsible for cleaning and disinfecting all areas such as offices, bathrooms, common areas, shared electronic equipment (e.g., tablets, touch screens, keyboards) with the focus especially on frequently touched surfaces used by the individual presumed to have COVID-19.

Additional Considerations: The following precautions are in place to further protect the health and safety of our members and staff.

1. Staff clothing must not be worn again until after being laundered at the warmest temperature possible. Laundering of staff protective smocks will be done daily.
2. Staff will be trained on OSHA's standards on Bloodborne Pathogens (29 CFR 1910.1030), including proper disposal of regulated waste and PPE (29 CFR 1910.132) and will adhere to protocols outlined in this training.
3. The following CDC infection control guidelines are designed to protect individuals from exposure to diseases spread by blood, bodily fluids, or excretions that may spread infectious disease. Staff must adhere to the following:
 4. Disposable gloves must be used for the clean-up of blood and bodily fluids.
 5. Used gloves and any other materials containing blood or other bodily fluids shall be thrown away in a lined, covered container. Only material saturated/dripping with blood is considered medical waste and must be stored and disposed in a container labeled "Bio-hazard material". Materials such as band-aids, tissues and others with minimal blood are not considered medical waste and can be placed in regular garbage.
 6. Contaminated clothing shall be sealed in a plastic container or bag, labeled with the member's name, and returned home with the member at the end of the day.
 7. Sharps waste shall be stored and disposed of in appropriate sharps containers (located in the nurses' office) with the word biohazard and the universal biohazard symbol.

Strategies to Reduce the Risk of Transmission

Strategies to reduce the risk of transmission of COVID-19 include the following:

- EVERYONE must sign-in on/out on the contact log. This information is required in the event that contact tracing is necessary if someone tests positive for the virus.
- There are limits on the number of people in each of the program areas and office spaces. Limits are posted in these areas.
- To minimize the number of people on-site, telework from home will be assigned whenever appropriate depending on tasks and responsibilities of the staff member.
- There is a No Visitor policy to restrict visitors from entering the building without an approved appointment.
- A non-contact products/supplies deliveries from vendors policy has been developed..
- Hallways are designated as one-way wherever possible to prevent close contact with other individuals.
- Hand sanitizer is readily available through the workplace and should be used frequently.
- Hand washing for a minimum of 20 seconds with soap and warm water should occur frequently.
- High touch/contact surfaces will be disinfected at least 4 times a day and will be documented on a cleaning log.
- There will be no shared equipment, such as coffee makers, water coolers, etc. Equipment that must be shared such as copy machine must be sanitized with an approved disinfectant wipe before and after by the user.
- Program areas have been assessed to determine adequate space (113 sq ft per person) in order to be able to maintain social distancing of 6 ft of distance between individuals. Maximum number of people per area have been posted.
- Staff must use social distancing, which means maintaining at least 6 ft of distance between individuals, throughout the day including at lunch time, transitions around the building, waiting to use the bathrooms, while outdoors, during all program activities and while using transportation. Large gatherings should be avoided including group activities/games for members both indoors and outdoors. NOTE: Except for times when staff must assist a member with activities of daily living or other health/daily functioning/safety needs, the rules of social distancing must be followed.

- To assist in maintaining social distancing throughout the day, staggered drop off/pick up times will be used whenever feasible.
- Members' personal belongings will be stored in a designated area in a manner that the items are not touching the other members' or staff's personal belongings. Washable storage containers will be used to keep each person's belongings separated from others.
- Meetings will be held remotely to avoid large gatherings of people.
- Should a member show symptoms during the day, there is a designated area in each program (Isolation Area) for the member to stay. This area will be used to keep the individual separated from other members and away from common areas until the person is able to be transported home.

What Happens if Someone Tests Positive for Covid-19?

- The supervisor/program director should be notified if someone tests positive for COVID-19.
- Through our contact tracing, the supervisor will notify those individuals who were in close contact (within 6 feet) of the person who tested positive and inform them that they have been exposed and must be tested.
- The identity of the person who tested positive will remain confidential.
- The building will be thoroughly cleaned and sanitized.
- If a company vehicle was used for transport, it will also be cleaned and sanitized.
- As per our Infectious Disease policy, all residences/families will be notified that a person has tested positive for COVID-19 so that they may monitor their members for possible symptoms.
- All employees who in good faith report information concerning a positive test or report any incidents of failure to adhere to required protocols will be protected from retaliation, discharge, or other types of discrimination as outlined in the company's No Reprisal System policy.
- In the event there are multiple confirmed positive test results, the program may make the decision to close its on-site services

Transportation

PLEASE NOTE: Transportation for the majority of our members receiving day habilitation services are provided by Habilitation Assistance Corporation's Access Express through the Human Service Transportation (HST) brokerage system. Therefore, the health and safety requirements as well as the service standards outlined below are consistent with those established by EOHHS HST.

Using Transportation services: The following protocols are in place to protect the health and safety of passengers and drivers. These protocols are required and therefore must be followed by HAC staff.

Prior to transporting:

TRAINING OF DRIVERS: All drivers must complete the company's COVID-19 training which includes an overview of COVID-19 symptoms and safety precautions; blood borne pathogens; donning and doffing of PPE; and procedures for cleaning and sanitizing. Upon conclusion of these trainings, all drivers must successfully pass a COVID-19 competency test to demonstrate understanding of this information.

SCREENING DRIVERS: All drivers must complete a COVID-19 Self-Assessment prior to reporting to work each day they are scheduled to work. This assessment includes evaluating symptoms of COVID-19 such as (but not limited to) temperature exceeding 100.4, coughing, sneezing, and/or shortness of breath. The self-assessment is completed on-line and the information is documented. If a driver exhibits any symptoms of or may have been exposed to COVID-19, the driver must not report to work, contact his/her supervisor and then contact his/her health care provider to determine if a COVID-19 test is warranted.

CLEANING OF VEHICLES: Drivers are responsible for following all cleaning and safety protocols before, during and after transport. A cleaning/sanitizing log will be maintained to ensure that process is being completed at the required intervals.

SCREENING MEMBERS: Prior to boarding a vehicle, members or caregivers/guardians must screen for COVID-19. The member or caregiver will verbally attest the results of the screening to confirm the member is able to attend the program. The member or caregiver will be asked to initial the "Member's Daily Checklist" form to confirm completion of the screening. Additionally, all drivers will conduct a visual wellness check of each member prior to boarding. If the driver observes the member showing signs/symptoms of the coronavirus, the driver should immediately call his/her supervisor. The supervisor will then contact the residence to determine if transportation is appropriate.

In the vehicle:

Whenever possible, vehicles will have clear, impermeable barriers between the drivers and the rest of the cabin. This barrier may include plexiglass, or flexible plastic sheeting, which are installed in accordance with manufacturer and vehicle safety guidelines. If barrier is not in place, driver is required to wear a face shield in addition to mask.

Passengers will have assigned seating and the number of passengers will be limited to maintain social distancing. Certain seats will be designated as unusable in order to create distance between passengers.

All passengers and the driver are required to wear a face covering/mask during transit

Windows are kept open to help circulate air. If not possible nor comfortable to open windows, the ventilation system shall be set to high with no conditioned air recirculating.

If wheelchair securement is required, drivers should:

Ask passenger to turn head toward windows as the driver secures the wheelchair (avoiding any sudden sneezes);

Ask the passenger not to speak to the driver while he/she secures the wheelchair (to avoid spraying droplets while speaking)

Driver should not speak to passengers while securing the wheelchairs (to avoid spraying droplets while speaking)

At the program:

Prior to exiting the vehicle, a designated program staff will conduct a visual wellness check of the member and receive confirmation from the driver that a self-assessment was conducted at the residence.

Program staff will be responsible for escorting members into the program to limit the number of people entering the building.

After all members have exited the vehicle, the driver will first clean the vehicle and then sanitize in accordance with the cleaning and sanitizing protocol.

Other precautions:

Program staff will assist members with washing or sanitizing hands upon arrival after exiting a vehicle and prior to departure before boarding a vehicle.

Routes will be planned/staggered to minimize the time members spend in group transportation.

In the event that a child is being transported and requires a child safety seat, the seat must be labeled with child's name and used only by that child. No sharing of child safety seats.

All drivers will refrain from entering program sites unless approved by the supervisor and/or to use the restroom designated for use by drivers. These areas are:

| Location | Entrance/Exit | Bathroom Available for Use |
|----------------|--|--|
| Weymouth | “Access Express” entrance at the front of the building | From transportation office, turn left, then right. Bathrooms located on the right. |
| Plymouth | From loading dock at the rear of the building, entrance into Administrative Office | Bathroom located directly inside the door from entrance from loading dock |
| Pocasset | No entry into the building | Outdoor wash station and portable restroom to left side of building |
| South Yarmouth | Entrance at the rear of the building into the staff kitchen area/restroom (near transportation office) | Bathroom located in the staff kitchen area near the transportation office |

All drivers will keep their personal belongings with them as not to come in contact with other belongings, including lunches. There will be no sharing of food or congregating socially in groups at any time.

Social distancing between drivers and other staff must be maintained during pick-up and drop-offs and with passengers whenever possible and appropriate.

Policy and Protocol on Transporting Members If They Become Sick

If a member becomes sick during transit to a program: All passengers should remain in the vehicle to be transported back to their residence since all passengers may possibly have been exposed to the coronavirus. The driver will safely pull off of the road and must contact his/her supervisor to report that a member has become ill. The supervisor would contact the residence to inform them that the vehicle will be returning to the residence with all passengers. The driver must isolate from others due to possible exposure. He/she will return the vehicle to its designated parking area where it will be thoroughly cleaned and sanitized. The driver must return home (do not go in the building or come in contact with any other individuals.) He/she must contact his health care provider to determine if a COVID-19 test is warranted. The driver may not provide transportation to anyone until cleared to return to work by his/her healthcare provider.

If a member becomes sick at the program: The member will be monitored for symptoms by the program nurse while in an isolation room. If the member is experiencing shortness of breath, difficulty breathing, chest pains, or any life-threatening symptoms, 911 will be called for transport to the nearest hospital/medical facility and the residence and/or family contacted. If not an emergency situation, the residential staff or family will be notified that the member is ill and needs transport home. Whenever possible, the family or residential staff should provide transportation. If that is not possible, the transportation provider will be notified that immediate transportation is needed. The member will remain in the isolation room until transportation arrives.

Policy and Protocol for Cleaning and Sanitizing Vehicles

It is the responsibility of each driver to ensure adequate supplies are available to properly clean and sanitize his/her vehicle. If supplies are not available, the driver must contact his/her supervisor to obtain the required items.

All drivers must complete training on proper techniques for cleaning and sanitizing as well as the proper use and mixing of cleaning chemicals.

The following protocol must be followed:

The interior of each vehicle must be cleaned and either swept or vacuumed thoroughly after each route and disinfected after each transport. This is recorded on a Cleaning Log for the vehicle to document completion of this task.

EPA-Registered Products for Use Against Novel Coronavirus SARS-CoV-2 (the cause of COVID19) must be used to clean high-touch surfaces, including buttons, handholds, pull cords, rails, steering wheels, door handles, shift knobs, dashboard controls, and stanchions.

Cleaning and sanitizing include the following:

- The vehicle must be cleaned prior to disinfecting to remove all surface matter.
- Dust- and wet-mop vehicle floors.
- Remove all trash.
- Wipe heat and air conditioner vents.
- Spot cleaning walls and seats.
- Dust horizontal surfaces.
- Clean spills
- If soft or porous surfaces (e.g., fabric seats, upholstery, carpets) are visibly dirty, clean them using appropriate cleaners and then disinfect soft or porous surfaces using EPA Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2.

Food Safety

The following policy must be followed when handling food and/or preparing food.

POLICY ON FOOD SAFETY – UPDATED FOR COVID-19 PANDEMIC

Proper food handling and preparation is essential in protecting the health and safe of our members. To minimize the need to handle and/or prepare food for our members, whenever feasible, the following should be adhered to:

Meal planning and dining area:

- Snacks must be pre-packaged or ready to serve in individual portions to minimize handling and preparation.

- Meals shall not be served family style.

- Cafeterias and group dining rooms must be avoided. If there are no alternatives, adequate social distancing must be maintained during meals,

- Each participant must have an individual cup to use. There should be no sharing of utensils.

- Sinks used for food preparation must not be used for any other purposes.

- Tables and chairs used for meals need to be cleaned and sanitized before and after use.

- All food contact surfaces, equipment, and utensils used for the preparation, packaging, or handling of food products must be washed, rinsed, and sanitized before and after each use.

- Frequent cleaning of non-food contact surfaces, such as doorknobs, tabletops, and chairs will be scheduled, documented and posted.

- All dishes and utensils should be washed in a dishwasher or in warm soapy water.

IMPORTANT NOTE: When disinfecting for coronavirus, EPA recommends following the product label use directions for enveloped viruses, as indicated by the approved emerging viral pathogen claim on the master label. If the directions for use for viruses/viricidal activity list different contact times or dilutions, use the longest contact time or most concentrated solution. Be sure to follow the label directions for FOOD CONTACT SURFACES when using the chemical near or on utensils and food contact surfaces.

The following safety guidelines must be followed by all staff whenever preparing and/or handling food.

When preparing food:

- Wear a face covering
- Wash surface area where food will be placed with soap and water
- Sanitize the surface area with disinfectant wipe* and let air dry before placing food on surface. NOTE: Use only sanitizers approved by the EPA for use against COVID-19 and for food-contact surfaces.*
- Wash hands for at least 20 seconds with soap and water or use a hand sanitizer containing at least 60% alcohol
- Don a clean pair of disposable gloves

Mealtime:

- Staff must wash hands for a minimum of 20 seconds with soap and water or use hand sanitizer with at least 60% alcohol.
- Staff must ensure participants wash hands prior to and immediately after eating.
 - Each participant must have an individual cup to use and own utensils, when appropriate.
 - No family-style meals. Each member must have their own meal.
 - No sharing of food or beverages.
 - Staff that is assisting members with feeding must wear goggles or face shield, face covering, protective smock or over-sized long sleeve shirt, and a clean pair of disposable gloves. The staff person may only assist one person at a time to prevent possible cross-contamination or exposure. A new pair of gloves must be used when assisting a different member.

After Mealtime:

- Staff must ensure that members wash hands after eating.
- Staff must clean and sanitize all surfaces, chairs, tables, and contact surfaces in accordance with cleaning and sanitation guidelines.
- All dishes must be washed in a dishwasher or in warm soapy water
- Any PPE that has bodily fluids must be changed in accordance with donning and doffing guidelines for PPE.

-Est. Date: 7-8-20

Participants Requiring Additional ADL Support

To protect the health and safety of staff and members during Activities of Daily Living (ADL), the following policy has been established.

POLICY ON MEMBERS WHO REQUIRE ADDITIONAL ADL SUPPORT

Some of our members will require supports throughout the day that will be make it necessary for staff to be in close contact with the member and therefore, practicing social distancing is not possible. These included assisting members with ADLs such as personal care and hygiene, feeding, toileting, and changing of clothes. Staff must be prepared to provide hands-on assistance to members who require these additional supports.

Staff must complete trainings on COVID-19, Bloodborne Pathogens, and Proper Use of Personal Protective Equipment (PPE) before being able to assist our members with ADLS.

Additionally, to protect the health and safety of themselves and our members, staff MUST do the following:

- Wear a face covering, Cloth face coverings may be used if surgical facemasks are not available.
- Wash hands for at least 20 seconds with soap and water or use hand sanitizer with at least 60% alcohol prior to assisting a member with ADLs
- wear a long-sleeved, button down, oversized shirt or smock over their clothing
- wear long hair up or tied back during all activities requiring direct contact with a member
- if member has a history of sneezing and/or coughing, don goggles or face shield
- change outer clothing if body fluids from the member get on it
- change the member's clothing if body fluids get on it
- place soiled clothing in a plastic bag until it can be sent home with the member to be washed.

Some members will also require supports with health care needs such as administration of medications, tube feedings, blood sugar checks, and monitoring of diets. Health care needs will be completed by the program nurse.

Wearing a face covering may not be appropriate for some members due to intellectual, behavioral, sensory, or health issues. To minimize the risk of infection for members who are unable to wear a face covering, social distancing must be maintained whenever possible and staff must wear a face covering at all times, including when working with a member who is unable to wear a face covering. Programs serving members who are

deaf or hard of hearing are encouraged to consider the use of transparent face coverings to facilitate the reading of lips and facial expressions.

Est. Date: 07-08-20