**ID AGENCY**

**COVID-19 Re-Opening Plan**

**A person standing in a room

Description automatically generated**

**May 29, 2020**

The ID AGENCY COVID-19 Re-Opening will depend on ensuring we can mobilize our shared stakeholder community of the ongoing value and importance of exceptional-quality, person-centered, and safe residential, health, education, respite and day services for the persons served with ID and their family members.

**Table of Contents**

Overview p. 3

Vision, Mission, Goals p. 5

Purpose p. 6

Core values p. 6

Successful Implementation is based on p. 7

Guiding Principles p. 7

Key Concepts p. 8

Background on COVID-19 Pandemic p. 9

Problem p. 10

Summary of ID AGENCY Risk Profiles p. 10

**ID AGENCY COVID-19 Respiratory Mitigation Strategies Standards of Care** p. 11

1. ID AGENCY maintains a healthy and safe environment p. 11
2. ID AGENCY implements written COVID-19 procedures p. 12
3. The persons served with ID receive timely education and training p.12
4. ID AGENCY learn provides documented competency-based training p.12
5. ID AGENCY identifies essential services p.13
6. ID AGENCY has ready access to PPE p. 14
7. Critical written analysis of all COVID-19 incident reports p. 15
8. ID AGENCY COVID-19 Respiratory Mitigation Re-Opening Committee p. 15
9. Comprehensive infection control procedures p. 15
10. ID AGENCY conducts comprehensive surveillance p. 17

Appendix 1 ID AGENCY COVID-19 Communication Strategies p. 20

Appendix 2 OPWDD Staff Guidance for Management of COVID-19 p. 23

Appendix 3 ID AGENCY Social Distancing p. 33

**Overview**

On behalf of our ID Agency leadership, it is our sincere hope that COVID-19 will create a more powerful collective purpose for our ID AGENCY’s relevant stakeholders to embrace the importance of our mission to ensure quality of life for the persons served with ID through the delivery of residential, day, respite, education and health services. The ID AGENCY Respiratory Mitigation Re-Opening Plan approaches are used to minimize morbidity and mortality and the social and economic impacts of COVID-19.

Developing an ID AGENCY Respiratory Mitigation Re-Opening Plan that reasonably controls our risk is particularly important to the ID AGENCY leadership. Having the persons served with ID, staff or stakeholders contract COVID-19 or spread the coronavirus to others increases morbidity and mortality, premature death, causes fear among family members and staff to return to ID AGENCY headquarters and day services, reduces our productivity and adds to our healthcare costs. The success of our ID AGENCY Respiratory Mitigation Re-Opening Plan requires that each of us be responsible in our individual behavior if we are to be successful. Our responsible individual actions may prevent a person from contracting COVID-19, hospitalization, death or developing mental health issues due to prolonged isolation and quarantine.

The Syracuse University Lerner Center for Human Health research indicates that, compared to the general population overall, people with ID have a slightly higher risk of contracting and a **substantially higher risk of dying** from the novel coronavirus (COVID-19). People with ID from the state of New York have a COVID-19 cumulative incidence rate of 785.7 per 100,000 population. The cumulative incidence rate was only slightly lower, at 710.1 per 100,000 general population in New York State overall. **The notable research highlights the differences in death rates were starker**. Among New Yorkers with ID who receive services from the state, 105 individuals out of 1,100 confirmed cases (9.5%) died from COVID-19,2 **a death rate 2.4 times higher than the death rate for the state overall (4.0%)**.

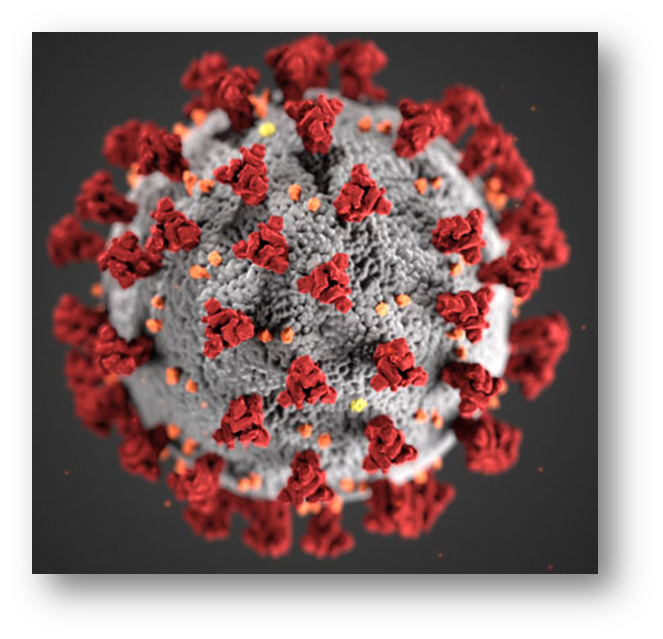
Our AGENCY leadership will use this COVID-19 pandemic to gather information, both during and after, to learn and evolve itself as a national beacon of hope for persons served and ID, family members and ID Agency leadership. COVID-19 has challenged the very infrastructure and delivery of ID AGENCY’s residential, day, education, health, and respite service delivery system and has highlighted many of our strengths and vulnerabilities as an organization. Early observations to be assessed and tested by time and transition include ID AGENCY’s capabilities, competencies, and exposure.According to the most recent OSHA guidance, the ID AGENCY headquarters office environment is a low to extremely low risk for COVID-19 infectious disease spread with proper controls. With minimal effort, together, we can easily socially distance, or wear non-medical masks outside of our personal workspace (desk/cubicle/office). We can limit the number of ID AGENCY staff in the break room throughout the day and regularly clean our office space with approved disinfectants.

There will be no better place with less risk to conduct our notable work than in the ID AGENCY headquarters-controlled office environment with the comprehensive respiratory mitigation controls we have and your compliance to keep it safe. Our commitment to you is to reopen headquarters gradually, in stages, so we get it right – perhaps voluntarily at first beginning as early as June 15th and then transition more over a month, so we can see how we do. All transition dates will be subject to review and modification given the most current information at the time. We are also keenly aware that if there is a “second wave” in the fall that we can and must act quickly to disperse to the ID AGENCY Home-based Office again.

When the ID AGENCY Re-Opening plan is announced, the timing will reflect a phased approach. For some with chronic health conditions, a return may be more difficult, for many reasons, and we will work with you so that you have time to make plans to accommodate special circumstances. We expect a seamless transition that will ensure the health, safety and wellbeing of our staff, persons served and all stakeholders.

The ID Agency COVID-19 Re-Opening Plan will dramatically reduce not only deaths due to COVID-19 but will ultimately dramatically resource the leading cause of death for all people with ID.

**Welcome Home!!**

****

**ID AGENCY COVID-19 Respiratory Mitigation Strategies for Re-Opening Plan**

**Vision**

Through responsiveness to a global COVID-19 pandemic, ID AGENCY serves as a national leader for developing, implementing, and evaluating respiratory mitigation strategies to protect the persons served with ID, staff, and other stakeholders.

**Mission**

The mission of the ID AGENCY Respiratory Mitigation Re-Opening Plan is to alleviate the personal and social consequences of COVID-19, while improving the quality of life of our persons served with I/DD, their families, stakeholders, and ID AGENCY staff.

**Goals**

**The goal for implementing the ID AGENCY Respiratory Mitigation Re-Opening Plan is to slow the transmission of disease and to protect:**

* Individuals with I/DD at increased risk for severe illness, including:
* Limited mobility and dependence on others.
* Epilepsy, Down syndrome, and cerebral palsy.
* Swallowing difficulties (dysphagia).
* Recurrent pneumonia.
* High use of psychotropic medication.
* Gastroesophageal reflux disease.
* Receiving enteral nutrition; and
* Poor oral health (such as dental problems and gum disease).

**Purpose**

* To provide the ID AGENCY Respiratory Mitigation Re-opening Plan for ID AGENCY headquarters, day, education, health, and residential safeguards to be implemented for the safety & protection of staff, persons served and stakeholders. The ID AGENCY COVID-19 Respiratory Mitigation Re-Opening Committee members believe these practices reflect the best information currently available and must take them into consideration as our Agency moves towards Re-Opening during the COVID-19 pandemic. Please keep in mind that there is no 'one size fits all' scenario for all ID AGENCY settings and locations. This is to be considered a **'living'** document which is intended to be revised or further developed as needs change.

**Core Values**

* Person-Centered
* Holistic
* Data driven decision-making
* Syndrome specific health approach
* Dignity
* Accountability
* Partnership
* Leadership
* Excellence

**Successful Implementation is based on:**

* Listening to the concerns, needs and suggestions of the persons served with ID, family members, ID AGENCY staff, and stakeholders.
* Data driven decision-making will guide and direct the ID AGENCY Respiratory Mitigation Re-Opening Committee Members
* Emphasizing individual responsibility for implementing recommended personal-level actions.
* Empowering ID AGENCY to implement respiratory mitigation recommended actions, particularly in ways that protect the persons served with ID at increased risk of severe illness
* Focusing on ID AGENCY settings that provide critical infrastructure and day, residential, education, health and respite services to persons served with ID at increased risk of severe illness.
* Minimizing disruptions to daily life to the greatest extent possible.

**Guiding principles**

* Each ID AGENCY community in the greater New York City area is unique, and appropriate respiratory Re-Opening mitigation strategies will vary based on the level of community transmission, characteristics of the community, number of people with ID that are “red flagged”, and the capacity of the ID AGENCY team members to implement strategies. No single ID AGENCY COVID-19 strategy will work in all 5 regions.
* Consider all aspects of an ID AGENCY setting that might be impacted, including persons served with ID most vulnerable to severe illness and those that may be more impacted socially or economically, and select appropriate actions.
* ID AGENCY Respiratory Mitigation strategies will be scaled up or down depending on the evolving ID AGENCY setting situation and data analysis.
* When developing ID AGENCY Respiratory Mitigation Re-Opening plans, each ID AGENCY setting must identify ways to ensure the safety and social well-being of persons served with ID that may be especially impacted by ID AGENCY Respiratory Mitigation strategies, including persons served at increased risk for severe illness.
* The level of ID AGENCY Respiratory Mitigation Re-Opening strategies implemented may vary across the ID AGENCY settings (e.g., they may be at a minimal/ moderate level for one ID AGENCY setting and at a substantial level for another ID AGENCY setting in order to meet community response needs).

**Key Concepts**

* **Slow transmission of disease.**The goals for using the ID AGENCY Respiratory Mitigation Re-Opening strategies at headquarters with COVID-19 transmission are to slow the transmission of disease and in particular, to protect ID AGENCY staff, stakeholders, and persons served with ID at increased risk for severe illness, including older adults and those with underlying health conditions.
* **Emphasize individual responsibility.**Our ID AGENCY Respiratory MitigationPlan for Re-Opening is based on emphasizing individual responsibility for implementing recommended personal-level actions and empowering ID AGENCY to implement recommended actions, particularly in ways that protect staff and persons served with ID at increased risk of severe illness. The focus of this Re-Opening Plan is on ID AGENCY headquarters, day and residential settings that provide critical infrastructure or services to the persons served with ID at increased risk of severe illness, and minimizing disruptions to daily life to the greatest extent possible.
* **Tailor targeted strategies to specific ID AGENCY settings.** Each ID AGENCY setting is unique, and appropriate mitigation strategies will vary based on the level of community transmission, characteristics of the community and the persons served with ID, and the capacity of ID AGENCY staff to implement strategies. ID AGENCY leadership will consider all aspects of an ID AGENCY setting that might be impacted, including the most vulnerable persons served with ID and chronic health conditions, and select appropriate actions. ID AGENCY Respiratory Mitigation strategies can be scaled up or down depending on the evolving local situation. When developing ID AGENCY Respiratory Mitigation plans, each ID AGENCY setting must identify ways to ensure the safety and social well-being of staff and persons served with ID that may be especially impacted by ID AGENCY Respiratory Mitigation strategies.

**Background on COVID-19 Pandemic**

* Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2); outbreak in Wuhan, China, in December 2019.
* The World Health Organization (WHO) declared PHEIC January 30, 2020.
* ID AGENCY closes headquarters on **March 6?** and WHO declared COVID-19 a pandemic on March 11, 2020.
* ID AGENCY conducts weekly (Friday) COVID-19 updates currently.
* ID AGENCY implements daily COVID-19 zoom conference call for all staff.
* The U.S., the country with the highest official death toll for COVID-19, more than 93,806 deaths, and 1.5 million confirmed cases as of May 20, 2020.
* The state of New York reports 353,000 cases and 22,853 deaths leading the nation in infection and death rate.
* COVID-19 global impact, over 5 million infected and 328,000 deaths attributed to this fast spreading, often asymptomatic virus.
* COVID-19 is extremely lethal for seniors and/or for those with underlying health conditions. More than 21,800 elders and staff have died in nursing homes and ALF’s across our nation.
* Shahram Majidi, MD (Mount Sinai Health System, New York, NY), said that during the peak of the COVID-19 pandemic in New York City, which started around March 21, his team noticed a “massive surge” of acute ischemic strokes.
* The global economy has nose-dived into depression like unemployment, broad-based industry harm demonstrated, worldwide government economic relief programs enacted, exposed the frailty in health system capability, exacerbates sociopolitical conflict, civil disorder tipping points such as hoarding, PPE runs, stay at home orders and protests, etc.
* According to the Centers for Disease Control, Kids who may have multisystem inflammatory syndrome in children, or MIS-C, a troubling complication of Covid-19 infection, need immediate attention and will probably need to be hospitalized.
* New York State on PAUSE will continue through May 28 for regions that have not started reopening; a region can enter Phase One of reopening as soon as it meets its required metrics.
* New York State has doubled testing capacity to reach 40,000 diagnostic tests per day and has more than 700 testing sites. They encourage eligible New Yorkers to find a nearby testing site and get tested.
* A two-week hospital visitation pilot program in 16 hospitals across the state will allow increased visitations for family members and loved ones.
* May 20, 2020, ID AGENCY codifies formal “ID AGENCY Reopening Plan”.

**Problem**

**Prevalence of respiratory disease as an underlying cause of death**

While death because of respiratory diseases accounts for 9% of deaths in the general population, respiratory diseases are one of the top 2 causes of death in people with ID. An Australian inquiry into the premature deaths of people with ID in residential care revealed 34% of the sample (or 25 individuals) died as a result of respiratory disease – most commonly pneumonia, bronchopneumonia, aspiration pneumonia, or HN1 Influenza (24 individuals).

**Common underlying causes of death** **for people with I/DD**

**The most common underlying causes of death for people with I/DD are:**

* Respiratory diseases (mostly aspiration pneumonia and pneumonia) (34%).
* Circulatory system diseases (mostly ischiemic heart disease) (22%).
* Diseases of the nervous system (epilepsy) (11%).
* Neoplasms/cancers (10%); and
* External causes/accidental threats to breathing (i.e. choking and food aspiration) (8%).

**Summary of ID AGENCY Risk Profiles**

**Very High/High/Medium Risk Environments** such as day programs, residential homes, large trainings, in-home services with likely exposure or high risk of exposure, such as serving vulnerable populations: people aging with ID, multiple comorbid conditions, certain residential settings, travel to person served home to provide in-home services.

**Medium/Low/Very Low Risk Environments** – The majority of ID AGENCY's administration and services are conducted in community-based settings with the ability to provide for risk controls (e.g., social distancing, hand washing, testing, treatment, tracing); therefore, their risk profile would fall into the low/very low/some medium risk category.

ID AGENCY’s reopening plan must mitigate the above plethora of risks to all persons served, staff, and stakeholders, to the best of its practical ability and known tolerances, and establish new respiratory mitigation strategies to confirm conformance to CDC, OPWDD, and the state of New York Health and Mental Hygiene standards to manage services and supports, value and reputational risks.



**ID AGENCY COVID-19 Respiratory Mitigation Strategies Standards of Care**

* 1. **ID AGENCY maintains a healthy and safe environment**

The physical environment of the ID AGENCY headquarters shows evidence of ongoing COVID-19 safe practices, reduction of spread and safety risk, and an exceptional concern for the persons served with ID, staff, and other stakeholders. The COVID-19 practices reflect OPWDD, CDC and the state of New York Department of Health and Mental Hygiene best practice.

* 1. **ID AGENCY implements written COVID-19 procedures to promote the safety of:**
* Persons served with ID
* Visitors
* Staff
* Premier HealthCare clinicians

ID AGENCY has developed COVID-19 written procedures for all ID AGENCY settings to provide residential, day, education, health, and respite services as safely as possible. The COVID-19 procedures are posted at all locations and settings in an easy-to-understand manner.

* 1. **The persons served with ID receive timely education and training in a manner that is easy-to-understand and designed to reduce the risk of contracting COVID-19.**

ID AGENCY staff in all locations and settings provide COVID-19 education and training for the persons served with ID and family members. Evidence-based COVID-19 practices are presented in a manner that is understandable and culturally sensitive to each person served and family members. Teaching the persons served considers individual needs, such as existing chronic health conditions, visiting a family member with a positive test for COVID-19, attending community outings and posing greater risk of exposure to themselves and others, and adhering to COVID-19 infection control protocols to protect other residents and staff.

The ID AGENCY COVID-19 education and training for the persons served with ID regarding the prevention and control of infection from COVID-19 will occur during admission, Life Plan development, group home meetings, individual and group sessions, and through the provision of ID AGENCY COVID-19 written and video messages.

* 1. **ID AGENCY learn provides documented competency-based training for all staff on COVID-19**

ID AGENCY provides COVID-19 competency-based training through ID AGENCY learn so that staff demonstrate their competency to develop, implement and evaluate the effectiveness of ID AGENCY Respiratory Mitigation Strategies. ID AGENCY learn provides a written quiz following the training presentation to ensure that key respiratory mitigation strategies are learned. The COVID-19 training is provided at orientation and on an ongoing basis regarding the potential risks involved in settings appropriate to ID AGENCY services provided.

In addition to training on COVID-19 respiratory mitigation strategies for a specific ID AGENCY setting, training is provided on an ongoing basis regarding the potential risk involved in working in the ID AGENCY setting or a person’s private home when applicable to the ID AGENCY services provided. The ID AGENCY training includes, but is not limited to:

* Individual roles and responsibilities
* Individual needs of the persons served with ID
* Continuation/contingency for ID AGENCY essential services
* Know about COVID-19
* Know how COVID-19 is spread
* “Red flag” persons served with ID and chronic health conditions
* Protect yourself and others from COVID-19
* Practice social distancing
* Mild, moderate, and extensive ID AGENCY respiratory mitigation strategies
* Prevent the spread of COVID-19 if you are sick
* Know your risk for severe illness
* ID AGENCY Facility Considerations
* Temperature Testing/Screening
* Parent Support Groups, Counseling and Group Sessions
* Notification, warning, and communication procedures.
* Visitation
* Identifying unsafe practices or environments
  1. **ID AGENCY identifies essential services**

ID AGENCY leadership considers procedures for essential services and supports (residential, behavioral, health, telehealth, transportation, medication provision, dietary, and communication services). ID AGENCY procedures identify personnel, both internal and external, who are required for all ID AGENCY essential services. ID AGENCY procedures may include a vulnerability analysis (chronic health conditions, elder, immune condition) for staff and the persons served with ID. The analysis includes collecting data from the onset of COVID-19 in the ID AGENCY community, a geographic analysis of ID AGENCY settings, analysis of PPE and supply chain, and an ongoing analysis of ID AGENCY technology to support the continuation of services and supports.

* 1. **ID AGENCY has ready access to:**
* PPE expertise
* PPE equipment
* PPE supplies
* PPE training

It is vitally important ID AGENCY provide a safe setting for the persons served with ID, staff, and other stakeholders. The adequacy of PPE expertise reflects the needs of the persons served and staff in a specific ID AGENCY setting. Necessary PPE resources, including staff trained to respond and the location of the PPE equipment and supplies, are known and quickly available during ID AGENCY program hours. The ID AGENCY PPE supplies are checked for availability, expiration and “reuse” through a systemic process and replenished and replaced as needed.

ID AGENCY adheres to OPWDD and CDC guidelines regarding the availability of PPE equipment and supplies. ID AGENCY makes PPE supplies easily accessible to staff at all ID AGENCY sites, for those providing in-home services, and in all vehicles for persons served being transported.

ID AGENCY has a COVID-19 PPE checklist at each site to be completed periodically by designated staff documenting that needed PPE are available and that any outdated supplies are removed. The designated ID AGENCY staff is responsible for immediately procuring any PPE items needed in timely manner.

* 1. **ID AGENCY leadership conducts a critical written analysis of all COVID-19 incident reports:**
* To identify patterns or trends on a biweekly basis
* **That addresses:**
* Causes.
* Trends.
* Areas needing improvement.
* Actions to address the improvements needed.
* Implementation of the actions.
* Person responsible for implementation.
* Whether the actions taken accomplished the intended results.
* Prevention of recurrence.
* Internal reporting requirements.
* External reporting requirements.

The ID AGENCY leadership recognize a comprehensive team-based integrated approach to the management of COVID-19 critical incident reports is essential to implement the complex ID AGENCY respiratory mitigation risk management program. Even though the COVID-19 incident reports are analyzed at the ID AGENCY leadership level, there is still a requirement that ID AGENCY regional directors will adhere to the process to review, analyze and address data related to their specific COVID-19 incident reports.

Analyzing critical COVID-19 incidents at the regional level could identify region/program specific causes, trends, actions, prevention of recurrence, and education and training needs that may differ from the rest of ID AGENCY. The regional written reviews of COVID-19 incidents will be forwarded to the ID AGENCY COVID-19 Respiratory Mitigation Strategies Committee for review in a timely manner. The analysis is a critical component to the concept of prevention in both respiratory mitigation risk management and performance improvement activities.

* 1. **ID AGENCY COVID-19 Respiratory Mitigation Re-Opening Committee**

Recognizing the lethality and threat posed by COVID-19 to the persons served with ID, staff, and other stakeholders, ID AGENCY leadership created the ID AGENCY COVID-19 Respiratory Mitigation Re-Opening Committee. The highly select and effective members of this committee have extensive experience in ID services and supports, human resources, quality improvement, health, behavioral health, and the rights of the persons served.

**This committee will ensure:**

* COVID-19 trainings and education for the persons served are conducted in a timely manner,
* COVID-19 trainings and education for ID AGENCY staff are conducted in a timely manner and documented,
* That the persons served with ID rights are upheld,
* COVID-19 Infection Prevention and Control policies adhere to OPWDD and CDC guidance,
* Environmental modifications for isolation or quarantine are completed in a timely manner,
* Respiratory mitigation strategies are implemented, monitored, and continuously updated,
* Effective and efficient COVID risk management protocols are in place and adhered to,
* Regional directors conduct biweekly COVID-19 incident report analysis,
* OPWDD COVID-19 protocols are disseminated in a timely manner to all ID AGENCY staff,
* PPE distribution is timely, effective, efficient, and aligned with ID AGENCY infection control protocols.
  1. **ID AGENCY implements, monitors, and evaluates comprehensive infection control procedures:**

**For:**

* COVID-19 Infection Prevention
* COVID-19 Infection Control

**That include:**

1. **Training regarding:**

* COVID-19 Infections
* COVID-19 Testing, Tracing, and Treatments

1. Appropriate use of COVID-19 specific precautionary respiratory mitigation measures
2. Guidelines for addressing these COVID-19 precautions with persons served with ID, staff and other ID AGENCY stakeholders

ID AGENCY leadership recognize that the persons served with ID, staff and stakeholders must be provided with training based on complex individual needs. The persons served, staff and stakeholders may be apprehensive to return to work due to individual chronic health conditions or fear of contracting COVID-19. ID AGENCY will provide a comprehensive infection control training using the ID AGENCY learn portal on COVID-19 precautions, proper handwashing, social distancing, proper use of PPE, isolation and quarantine, testing, treatment and tracing, the use of alternative cleansing solutions, or the use of aseptic techniques.

ID AGENCY leadership will post signs, items in the ID AGENCY newsletter, COVID-19 resources on the ID AGENCY website, informational COVID-19 fact sheets sent home to family members, regional COVID-19 support groups are used to educate persons served, staff and stakeholders about preventing the spread of COVID-19.

* 1. **ID AGENCY conducts comprehensive surveillance**

ID AGENCY has established comprehensive surveillance activities for monitoring and trending COVID-19 infections. The ID AGENCY COVID-19 Respiratory Mitigation Re-Opening Committee members will monitor surveillance, isolation and precautions, COVID-19 incident reports, hospitalizations, deaths, health of the persons served and staff, education, Premier HealthCare antibody testing, and COVID-19 related issues.

The goals of the ID AGENCY surveillance are to produce timely and accurate information at each specific ID AGENCY region to inform decisions on measures for implementing and adjusting respiratory disease reduction strategies, to guide clinical decisions, to educate the persons served with ID, family members, and stakeholders, and to provide data for estimating and forecasting disease burden.

**ID AGENCY Surveillance Objectives**

* To identify both symptomatic and asymptomatic cases and track contacts to slow transmission of COVID-19 in the ID AGENCY setting
* To monitor spread and intensity of COVID-19 disease in the ID AGENCY setting
* To understand disease severity and spectrum of illness
* To understand risk factors for severe disease and transmission
* To estimate disease burden within the ID AGENCY community
* To produce data for forecasting spread and impact within the ID AGENCY community
* To identify when thresholds have been met to adjust ID AGENCY respiratory mitigation measures

|  |  |
| --- | --- |
| **Goal addressed** | **Outcome** |
| **Trends in disease spread and intensity** | **Number of cases by ID AGENCY location, trends, demographics, underlying diseases,**  **outcomes** |
| **Severity / clinical spectrum** | **Hospitalizations rates, by age group,**  **underlying condition, syndrome, or specific disability** |
| **Risk factors for severe disease** | **Risk of severe disease given underlying illness, age, comorbidity, disability** |
| **Disease burden** | **Overall number of persons affected by severity and age** |
| **Transmissibility** | **Attack rates and risk factors for transmission** |
| **Forecasting and modeling spread and impact by ID AGENCY region and setting** | **When will it peak, how many disease outcomes, how will it spread** |

**ID AGENCY COVID-19 Documentation Examples**

* ID AGENCY COVID-19 Respiratory Mitigation Strategies for Reopening Plan
* ID AGENCY COVID-19 Respiratory Mitigation Re-Opening Committee meeting minutes
* ID AGENCY Learn COVID-19 training for staff
* ID AGENCY Education and training por the persons served with ID and COVID-19
* ID AGENCY COVID-19 review of incident reports for patterns, trends, and corrective action
* RAVI daily COVID-19 regional calls minutes
* ID AGENCY website COVID-19 resources
* OPWDD Staff Guidance for the Management of Coronavirus (COVID-19) in Facilities or Programs Operated and/or Certified by OPWDD
* ID AGENCY PPE reports
* CDC guidance for people with disabilities
* ID AGENCY Excel spreadsheet of COVID-19 infection rate per region and individual setting

**Appendix 1**

**ID AGENCY COVID-19 Communication Principles**



**Be a Role Model**

* A good role model is always communicating a positive, calm, confident and reassuring message to the persons served with ID and family members. In these difficult times, it is important to reassure the persons served that everyone’s health, safety and wellbeing are paramount. Remember that people with ID will react to both what you say and how you say it. They will pick up cues from the conversations you have with them and with other staff, family members and friends.

**Ensure ID AGENCY staff are available to listen and to talk.**

* Make time to communicate with each person served (especially if they are quiet, anxious, crying or change in behavior). Be sure persons served know they can come to you when they have questions or concerns.

**Try to avoid language that might blame others and lead to stigma**.

* Remember that the Coronavirus can make anyone sick, regardless of a person’s age, disability, race, or ethnicity. Avoid making assumptions about who might have COVID-19.

**Provide opportunities to discuss what people with ID see or hear on television, radio, or online.**

* Unfortunately, there are many mixed messages on television, radio and online. To ensure we all share a unified approach to ID AGENCY COVID-19 Mitigation Strategies, sharing thoughts, feelings and emotions is healthy (especially in open forums) concerning COVID-19.

**Provide information about COVID-19 that is honest and accurate.**

* Give persons served information that is truthful, factual, honest, appropriate for the age and developmental level of the person, and an easy-to-read format. Talking to the persons served about how some stories on COVID-19 on the Internet and social media may be based on rumors and inaccurate information will be helpful. ID AGENCY will provide up-to-date information concerning COVID-19 based on CDC guidance.

**Teach people with ID everyday actions to reduce the spread of germs.**

* Remind the person served with ID to stay away from friends, staff and family members who are coughing, sneezing, fever or sick.
* Remind the person served with ID to cough or sneeze into a tissue or their elbow, then throw the tissue into the trash.
* Discuss any new actions that may be taken at ID AGENCY day program to help protect them and staff (hand washing every hour, removing shoes and jackets prior to entering classroom, daily temperature readings, cancellation of community trips, visits to nursing home etc.)
* Get everyone into a handwashing habit every hour (make it fun with different color and smelling soaps).
  + Teach the person served to wash their hands with soap and water for at least 20 seconds, especially after blowing their nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
  + If soap and water are not available, teach them to use hand sanitizer. Hand sanitizer should contain at least 60% alcohol. Supervise them when they use hand sanitizer to prevent swallowing alcohol.

**Communicate to family members and friends of persons served regularly**

* Family members and friends of the persons served will be apprehensive with their family members attending the ID AGENCY congregate day program. Reassuring family members and friends is paramount to feeling safe, secure, and comfortable attending day services.

**ID AGENCY will provide weekly COVID-19 fact Sheets**

* Please inform staff, persons served with ID, family members and friends that every Friday ID AGENCY administration will produce a ID AGENCY COVID-19 Weekly Update to ensure all persons served, staff, and family members are aware of ID AGENCY COVID-19 protocols, NYC restrictions, and anticipated changes or modifications.

**Appendix 2**

****

**April 15, 2020 OPWDD Staff Guidance for the Management of Coronavirus (COVID-19) in Facilities or Programs Operated and/or Certified by OPWDD**

**The guidelines outlined within this document are designed to minimize the risk of transmission of COVID-19 within OPWDD facilities.**

* What are the Symptoms of COVID-19?
* Visitation and Community Outings
* Staffing Health Checks for All Settings
* Individual Health Checks for All Settings
* When There Are Suspected or Confirmed Cases of COVID-19
* Additional Staffing Practices With Suspected or Confirmed Cases of COVID-19
* Handwashing - When to wash your hands
* How to wash your hands Follow these five steps every time:
* Use of Hand Sanitizer
* Access to Hand Sanitizer: Hand sanitizer should be made accessible to employees and individuals
* Environmental Hygiene – Keeping Things Clean
* Individual Placement
* When Caring for an Individual with Known or Suspected COVID-19
* Employ Strategies to Reduce the Spread of COVID-19
* Personal Protective Equipment (PPE)
* What to Do When PPE Supply is Low

**What are the Symptoms of COVID-19?**

* COVID-19 can cause mild to severe respiratory illness.
* Common symptoms include fever, cough, and difficulty breathing.
* Some people do not experience any symptoms. Others may experience only mild symptoms or have vague symptoms of not feeling well.
* Older adults, people with underlying health conditions, and people with compromised immune systems are at a higher risk of severe illness from this virus.
* Symptoms of COVID-19 may begin between 2 and 14 days after exposure to someone with COVID-19.

**Visitation and Community Outings**

**ID AGENCY will not allow visitors to our facility until Social Distancing Measures are lifted**

* All visitation remains suspended for all OPWDD settings except for:
* When medically necessary
* For family members of individuals in imminent end-of life situations, and those providing Hospice care.
* The duration and number of community outings should be minimized to only those that are medically necessary.
* Signs must be posted notifying the public of the suspension of visitation.
* Individuals’ family members must be notified.

**Staffing Health Checks for All ID AGENCY Settings**

* Implement health checks for all ID AGENCY Direct Support Staff (DSPs) and other ID AGENCY staff at the beginning of each shift, and every twelve hours thereafter, while on duty.
* Keep a written log of health checks for later review.
* Monitoring must include a COVID-related symptom screen and temperature check.
* Any ID AGENCY staff with relevant symptoms or with a temperature of 100.0 or higher must be sent home and quarantined until test results or presumptive diagnosis is obtained.
* ID AGENCY Staff who develop symptoms or fever while in the facility must go home and be quarantined until test results or presumptive diagnosis can be obtained.
* All ID AGENCY staff who have worked with the presumed infected staff and all persons served living in the residence must be quarantined.

**Individual Health Checks for All Settings**

* Health checks are implemented for all persons served living in an ID AGENCY residential facility certified or operated by OPWDD.
* Check the person served at least once daily, and as needed, for fever (as measured with a thermometer), cough, or difficulty breathing and document findings.
* Any person served with fever or signs and symptoms of COVID-like illness must be immediately isolated to their room and the additional guidance regarding “when there are suspected or confirmed cases of COVID-19” should be followed.

**When There Are Suspected or Confirmed Cases of COVID-19**

1. Notify the Local Health Department and the OPWDD Incident Management Unit.
2. Place all persons served in the ID AGENCY group home in quarantine.
3. Place the person served with ID and suspected or confirmed COVID-19 in isolation.
4. ID AGENCY staff who have had contact with the person served must maintain quarantine when not at work and can continue working as long as they remain asymptomatic. (see: COVID-19 Protocols for Direct Support Personnel to Return to Work issued on 3/28/20.)
5. Do not float ID AGENCY staff between units or between the persons served to the extent possible.
6. ID AGENCY staff must actively monitor all persons served in affected homes, once per shift. This monitoring must include a COVID-related symptom screen and temperature check. Monitoring must be documented for later review.
7. Separate the other persons served living in the home from the sick individual as much as possible.
8. Make sure that shared spaces in the home have good air flow.

**Additional ID AGENCY Staffing Practices With Suspected or Confirmed Cases of COVID-19**

* Limit ID AGENCY staff assignments at sites that serve persons served who have confirmed exposure or have a confirmed or suspected diagnosis of COVID-19 by maintaining similar daily ID AGENCY staff assignments to the extent possible.
* ID AGENCY staff assignments into or out of sites that serve the persons served who have a confirmed exposure to a person with a confirmed or suspected diagnosis of COVID-19 must also be limited to the greatest extent possible.
* Assignment of ID AGENCY staff who support persons served with a confirmed or suspected diagnosis of COVID-19 but who are asymptomatic is permissible.
* If a person served with a confirmed exposure begins to show signs or symptoms consistent with COVID-19, those exposed ID AGENCY staff must not be reassigned to other sites.
* Any ID AGENCY staff member showing symptoms consistent with COVID-19 must be sent home or directed to stay home.

**Handwashing - When to wash your hands**

* When starting work
* Before handling medications
* Before and after assisting persons served with personal hygiene tasks
* Before, during and after preparing food
* After using the bathroom
* After coughing, sneezing, or smoking
* Before donning disposable gloves
* After taking off disposable gloves
* After touching garbage
* Before leaving work

**Handwashing**

**How to wash your hands Follow these five steps every time:**

1. Wet your hands with clean, running water and apply soap.

2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.

3. Scrub your hands for at least 20 seconds.

4. Rinse your hands well under clean, running water.

5. Dry your hands using a clean towel or air dry them.

Every ID AGENCY staff, whether they are involved in direct support tasks or not, is encouraged to watch the CDC training videos on handwashing. <https://www.cdc.gov/handwashing/index.html>

**Use of Hand Sanitizer**

* Sanitizers can quickly reduce the number of germs on hands in many situations, but they are not as effective as washing hands with soap and water.
* If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol.
* Apply gel product to the palm of one hand (using amount recommended on product label), then rub hands together to distribute gel over all surfaces of the hands and fingers until dry (approximately 20 seconds).
* Hand sanitizer must be readily available throughout the ID AGENCY work location.

**Access to Hand Sanitizer**

**Hand sanitizer must be made accessible to ID AGENCY staff and persons served with ID:**

* At the front door to the ID AGENCY residence
* In common areas (kitchen/living room)
* At the bedroom door of every person served
* Use when entering or exiting each bedroom

**Environmental Hygiene – Keeping Things Clean**

* Clean all “high-touch” surfaces, every shift.
* Clean any surfaces that have blood, stool, or body fluids on them.
* Clean shared bathrooms after every use.
* Avoid sharing household items with the persons served.
* Wash laundry thoroughly. Immediately remove and wash clothes or bedding that have blood, stool, or body fluids on them.
* ID AGENCY staff must wear disposable gloves while handling soiled items and keep soiled items away from your body. Clean your hands immediately after removing your gloves.
* Place all used disposable gloves, facemasks, and other contaminated items in a lined container before disposing of them with other household waste.
* Clean your hands immediately after handling these items.

**Individual Placement**

* If possible, move the person served with COVID-19 to a separate setting, potentially in a different location or home.
* Whenever possible, place the person served with known or suspected COVID-19 in a single-person room with the door closed. If feasible, the person served has a dedicated bathroom.
* To limit ID AGENCY staff exposure and conserve Personal Protective Equipment (PPE), consider designating entire programs within ID AGENCY with dedicated staff to care only for persons served with known or suspected COVID-19.
* Determine how ID AGENCY staffing needs will be met as the number of persons served with known or suspected COVID-19 increases and ID AGENCY staff become ill and are unable to work.

**When Caring for a person served with Known or Suspected COVID-19**

* The sick person served must wear a facemask when around other people, unless they are not able to tolerate wearing one (for example, because it causes trouble breathing).
* ID AGENCY staff must always also wear a mask when in the same room as that affected individual.
* ID AGENCY staff must wash their hands, or use hand sanitizer:
* Before and after all individual contact,
* After contact with potentially infectious material, and
* Before putting on and after removing PPE, including gloves.

**Employ Strategies to Reduce the Spread of COVID-19**

**Face Masks:**

* All ID AGENCY staff are always instructed to wear a facemask while at work. This is intended to reduce transmission from potentially infected staff, who may be asymptomatic early in the course of their infection, to the vulnerable persons served.
* The use of cloth masks or other homemade masks for ID AGENCY clinical and direct support staff providing direct care to the persons served is not recommended but is permissible when not caring for persons with diagnosed or suspected COVID19.

**Handwashing and Sanitizing:**

* Washing hands with soap and water is the best way to get rid of germs in most situations.
* If soap and water are not readily available, you can use an alcohol-based hand sanitizer that contains at least 60% alcohol.
* Sanitizers can quickly reduce the number of germs on hands in many situations.

**Cleaning (environmental hygiene):**

* Maintaining a germ-free environment.
* Targeted cleaning must be done every shift.

**Personal Protective Equipment (PPE)**

PPE is only effective as one component of the comprehensive ID AGENCY Respiratory Mitigation Program aimed at preventing the transmission of COVID-19.

**Personal Protective Equipment (PPE) recommended when caring for a person served with known or suspected COVID-19 Facemasks:**

* Always put on facemask upon entry into the ID AGENCY residence and wear while in the work setting.
* Extend the use of facemasks. Wear the same facemask for multiple persons served with confirmed COVID-19 without removing between individuals. Change only when soiled, wet, or damaged. Do not touch the facemask.
* Use expired facemasks.
* Prioritize facemasks for ID AGENCY staff rather than for the persons served. Have individuals use tissues or similar barriers to cover their mouth and nose. Assist individuals with this as needed.
* Implement limited re-use of facemasks. Do not touch outer surface of facemask. After removal, fold so that outer surface is inward, and store in breathable container, such as a paper bag, between uses. This facemask must be assigned to a single ID AGENCY staff.
* When splashes or sprays are anticipated, use a face shield covering the entire front and sides of face. Use goggles if face shields are not available.

**Personal Protective Equipment (PPE) recommended when caring for a person served with known or suspected COVID-19 N95 Respirators:**

* Must be worn, if available, for any aerosol-generating procedures or similar procedures where there is the potential for uncontrolled respiratory secretions.
* Implement extended use of N95 respirators. Wear the same respirator for multiple individuals without removing between individuals. Change only when soiled, wet, damaged, or difficult to breathe through. Do not touch the respirator.
* Use expired N95 respirators, when necessary.
* See CDC guidelines: “Release of Stockpiled N95 Filtering Facepiece Respirators Beyond the Manufacturer Designated Shelf Life: Considerations for the COVID-19 Response”.
* Implement limited re-use for the persons served with COVID-19, with decontamination between uses, if possible.
* Approved method - FDA guidance “Personal Protective Equipment Emergency Use Authorization”.
* In addition to the approved method, refer to CDC guidance entitled “Decontamination and reuse of Filtering Facepiece Respirators using Contingency and Crisis Capacity Strategies”.
* If not decontaminated, the risk is that the coronavirus on the outside of the respirator might be transferred to the wearer’s hands. Avoid touching the respirator while worn and during or after removing.
* Perform rigorous hand hygiene.
* Assign to a single ID AGENCY staff.
* Store in a breathable container, such as a paper bag, between uses.
* Consult CDC guidance: “Recommended Guidance For Extended Use and Limited Reuse of N95 Filtering Facepiece Respirators in Healthcare Settings”.

**Personal Protective Equipment (PPE) recommended when caring for a person served with known or suspected COVID-19 Eye Protection (goggles or a disposable face shield):**

* Put on eye protection upon entry to a person served bedroom or care area. Remove eye protection before leaving the person’s bedroom or care area.
* Reusable eye protection must be cleaned and disinfected according to manufacturer’s reprocessing instructions prior to re-use.
* Disposable eye protection must be discarded after use.
* Personal eyeglasses and contact lenses are NOT considered adequate eye protection.

**Gloves:**

* Put on clean, non-sterile gloves upon entry into a person served bedroom or care area.
* Change gloves if they become torn or heavily contaminated.
* Remove and discard gloves when leaving the person served bedroom or care area, and immediately perform hand hygiene.

**Gowns:**

* Put on a clean isolation gown upon entry into a person served bedroom or care area.
* Change the gown if it becomes soiled.
* Remove when leaving the person served bedroom or care area.
* Paper gown - discard in a dedicated container for waste.
* Cloth gown – must be washed after each use. Place in a dedicated linen container.
* If there are shortages of gowns, they must be prioritized for:
* Aerosol-generating procedures
* Care activities where splashes and sprays are anticipated
* High-contact individual care activities that provide opportunities for transfer of germs to the hands and clothing of ID AGENCY staff

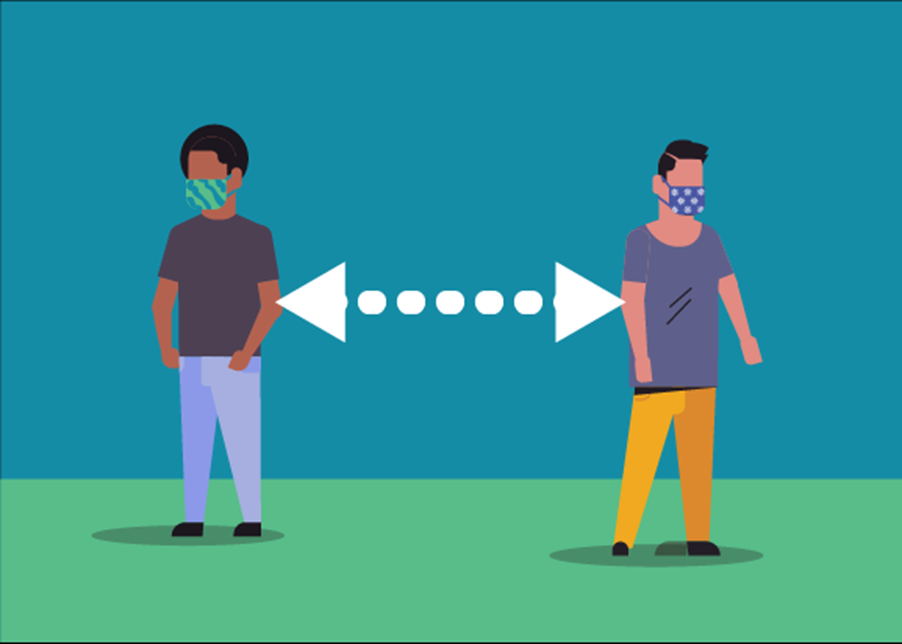
**What to Do When PPE Supply is Low**

**Critical PPE needs must be communicated to your local Office of Emergency Management. Requests MUST include:**

* Type and quantity of PPE by size.
* Point of contact at ID AGENCY.
* ID AGENCY delivery location.
* Date request is needed to be filled by; and
* Record of pending orders.
* ID AGENCY contingency strategies can help stretch supplies when shortages are anticipated at ID AGENCY.
* ID AGENCY crisis strategies can be considered during severe shortages and must be used with the contingency options to help stretch available supplies for the most critical needs.

**Appendix 3**

**Social Distancing**

****

**Social Distancing**

Social distancing, also called “physical distancing,” means keeping space between yourself and other people outside of your home. To practice social or physical distancing:

* Stay at least 6 feet (about 2 arms’ length) from other people
* Do not gather in groups
* Stay out of crowded places and avoid mass gatherings
* In addition to everyday steps to prevent COVID-19, keeping space between you and others is one of the best tools we must avoid being exposed to this virus and slowing its spread in ID AGENCY settings.

When COVID-19 is spreading across ID AGENCY settings, everyone must limit close contact with individuals outside your home in indoor and outdoor spaces. Since people can spread the virus before they know they are sick (pre-symptomatic), it is important to stay away from others when possible, even if you have no symptoms (asymptomatic). Social distancing is especially important for ID AGENCY staff and the persons served who are at higher risk of getting extremely sick.

**Why practice social distancing in all ID AGENCY settings?**

COVID-19 spreads mainly among ID AGENCY staff and the persons served who are in close contact (within about 6 feet) for a prolonged period. Spread happens when an infected person coughs, sneezes, or talks, and droplets from their mouth or nose are launched into the air and land in the mouths or noses of people nearby. The droplets can also be inhaled into the lungs. Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, this is not thought to be the main way the virus spreads. COVID-19 can live for hours or days on a surface, depending on factors such as sun light and humidity. Social distancing helps limit contact with infected people and contaminated surfaces. Although the risk of severe illness may be different for everyone, anyone can get and spread COVID-19. Everyone has a role to play in slowing the spread and protecting themselves, their family, and their ID AGENCY team members.

**ID AGENCY Facility Considerations (Thank you to ACCSES New Jersey Guidance)**

**General Guidance**

* ID AGENCY staff must remain socially distant (6 feet apart) whenever possible.
* All ID AGENCY work areas need to be redesigned or reconfigured to maintain 6-feet of separation between all staff and the persons served.
* Ensure that desks or ID AGENCY workstations are not facing each other unless guarded by a cubicle wall or similar barrier.
* Designate one-way walking paths including offices, warehouses, storage areas or similar where traffic is common and other safety protocols will not be impacted.
* Consider the use of barriers
* plexiglass, modular walls, plywood, or other similar materials to isolate ID AGENCY workstations.
* Consider redesigning jobs to allow duties to be completed by one person to avoid passing materials from one ID AGENCY staff to another as you reconfigure workstations.
* Avoid sharing equipment & tools between ID AGENCY staff whenever possible.
* When equipment is shared, such as rolling carts, copy machines, computers, etc., the equipment needs to be properly disinfected after each use.
* Between each ID AGENCY shift changes, all ID AGENCY workstations must be properly disinfected.
* Avoid coming within 6-feet of outside personnel.
* including those making deliveries (i.e. truck drivers, parcel delivery, post office)
* or other ID AGENCY staff coming onsite.
* Consider this when reconfiguring loading docks and main entrance areas. Do not receive items directly from delivery personnel. Rather, allow the driver to place items down and back away. Avoid allowing delivery personnel to use ID AGENCY equipment such as a dolly or hand truck. If the dolly or hand truck is used by delivery personnel within ID AGENCY, ensure that it is disinfected immediately afterwards.
* During training and meetings, a minimum of 6-feet must be maintained by ID AGENCY staff. The ID AGENCY staff must not sit directly across from one another. Consider reconfiguring conference and training areas to accommodate these ID AGENCY respiratory mitigation guidelines.

**Lunch/Break Room**

* All ID AGENCY staff must maintain proper self-distancing.
* ID AGENCY staff must not sit directly next to or across from one another.
* ID AGENCY staff should not share food items.
* Minimize the number of people using these areas at any given time.
* Minimize touching objects such as vending machines, coolers, refrigerators, and other commonly shared break room items. Consider making those items “off limits” for this time.
* When break room items are touched, ID AGENCY staff must wash hands.
* Between each shift use, all break room areas need to be properly disinfected.

**Restrooms**

* Social distancing guidelines must be maintained in ID AGENCY restrooms, including waiting in lines.
* All ID AGENCY staff must properly disinfect hands when finished. Proper handwashing consists of 20 seconds of washing using soap and water. If soap and water is not available, hand sanitizer must be made available.
* ID AGENCY restrooms must stay sanitary. Dispose of paper products properly and completely flush toilets. Ensure that restrooms are thoroughly cleaned and disinfected at appropriate intervals (every hour).
* If possible, restroom doors shall remain open to avoid repeated contact by ID AGENCY staff.
* If possible, restrooms require pathways that avoid proximity of ID AGENCY staff.

**Shift Changes**

* Do not congregate in parking lots or other areas prior to or after shifts. Maintain 6-feet of distance while entering or exiting ID AGENCY settings.
* If possible, One-Way entry and exits are established.
* If possible, Entry & Exit Doors are open during Shift Changes.

**What is the difference between quarantine and isolation?**

**Quarantine**

ID AGENCY uses quarantine to keep a person served with ID who might have been exposed to COVID-19 away from others. The person served in self-quarantine stays separated from others, and they limit movement outside of their bedroom or current place. The person served may have been exposed to the virus without knowing it (for example, when traveling or out in the community), or they could have the virus without feeling symptoms. Quarantine helps limit further spread of COVID-19 across ID AGENCY settings.

**Isolation**

ID AGENCY uses isolation to separate persons served that have contracted COVID-19 from healthy people. The persons served with ID who are in isolation must stay in their group home. In the group home, anyone sick must separate themselves from others by staying in a specific “sick” bedroom or space and using a different bathroom (if possible).